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Avaya Aura Contact Center Multimedia Implementation Exam

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QUESTION 1

Which Orchestration Designer intrinsic is used for Multimedia contacts?

A. CONTACT TYPE

B. QUIT

C. LOG

D. WAIT

Correct Answer: A

QUESTION 2

A customer wants to implement a Voice and Multimedia Contact Center. In addition to the Avaya Aura® Contact Center (AACC) server, which two functional server types can be integrated into the Voice and Multimedia Contact Center architecture? (Choose two.)

A. Terminal server

B. Corporate Web server

C. Corporate Email server

D. FTP server

Correct Answer: BD

QUESTION 3

Which service contains the Inbound Message Handler (IMH) component?

A. Contact Center Multimedia (CCMM) License Service

B. Contact Center Multimedia (CCMM) Campaign Scheduler Service

C. Contact Center Multimedia (CCMM) E-mail Manager Service

D. Contact Center Multimedia (CCMM) Starter Service

Correct Answer: C

QUESTION 4

What is required when configuring an Email skillset in the Contact Center Multimedia Administration Tool?

A. the assignment of a route point for each email skillset

B. the assignment of a script for each email skillset

C. the assignment of a vector for each email skillset

D. the assignment of an open queue for each email skillset

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/101017374

QUESTION 5

When analyzing life cycle of a Web Chat contact in Avaya Aura® Contact Center:

Step 1 states the Contact Center Multimedia receives contacts from the External Web server through the

Contact Center Multimedia Web services,

Step 2 states that the Web services provide a Java API that enables contacts to be written into the Contact

Center Multimedia database, retrieved from the database, and have their status queried.

What is Step 3 in the life cycle of a Web Chat contact in Avaya Aura® Contact Center?

A. Customized Web pages, displays to the customer.

B. A set of sample pages is distributed with Contact Center Multimedia to provide Java Server Pages (JSP) script examples of how a Web server can access the Web services.

C. Customized Web pages, with customized look and feel, and business logic must be created by the customer.

D. The External Web server determines the skillset and priority assigned to the contact.

Correct Answer: B

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