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Avaya Aura Contact Center Multimedia Implementation Exam

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QUESTION 1

Which Avaya Aura® Contact Center component requires the Communication Control Toolkit and Contact Center Multimedia components?

A. Avaya Agent Desktop

B. Contact Center Manager Server

C. Contact Center Manager Administration

D. Session Initiation Protocol

Correct Answer: B

QUESTION 2

Which three components of Email Manager work together to retrieve, determine routing, and respond to email messages sent to the contact center? (Choose three.)

A. The External Message Handler

B. Open Queue Engine

C. The Outbound Message Handler

D. The Rules Engine

E. The Inbounad Message Handler F. The Inbound Mail Handler

Correct Answer: BEF

Reference: https://downloads.avaya.com/css/P8/documents/101059027

QUESTION 3

When handling Contact Center Multimedia (CCMM) Email contact, which component logs on to the outbound mailboxes on the Email server and sends out messages such as Auto-acknowledgements, Auto-replies, or Agent composed replies?

A. the Outbound Campaign Management Tool

B. the Outbound Message Handler

C. the Inbound Message Handler

D. the Rules Engine

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/101059085

QUESTION 4

A Contact Center Supervisor is creating an outbound campaign. Where is the outbound campaign loaded?

A. It is loaded on external database.

B. It is loaded on the Communication Control Toolkit (CCT) database where it creates contacts and presents them to CCMS via Open Queue.

C. It is loaded on the Contact Center Manager Server (CCMS) database where it creates contacts and presents them to the CCMS via Open Queue.

D. It is loaded on the Contact Center Multimedia (CCMM) server database where it creates contacts and presents them to CCMS via Open Queue.

Correct Answer: D

Reference: https://downloads.avaya.com/css/P8/documents/100093170

QUESTION 5

Which Avaya Aura® Contact Center component is the application agents used to handle voice and non-voice contacts?

A. Contact Center Multimedia (CCMM)

B. Avaya Agent Desktop (AAD)

C. Contact Center Manager Server (CCMS)

D. Contact Center Manager Administration (CCMA)

Correct Answer: C

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