

## 6209<sup>Q&As</sup>

Avaya Aura Contact Center CCT and Multimedia Implementation

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## QUESTION 1

A technician has installed Communication Control Toolkit (CCT) and wants to import Windows users from the customers network. In order to import Windows domain users into the CCT database, what two criteria must exist between the CCT server and the Windows Domain Controller? (Choose two).

- A. The users are local users on the Communication Control Toolkit server
- B. The Windows users are in the same domain as the Communication Control Toolkit server
- C. A two-way trust relationship is configured between the Window user\\s domain Communication Control Toolkit server\\s domain
- D. The Windows users are in a separate and untrusted domain from the Communication Control Toolkit server

Correct Answer: BC

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## QUESTION 2

Which statement about Contact Center Multimedia is true?

- A. It allows SDK for developers to refine Computer Telephony Integration (CTI) applications
- B. It allows supervisors and contact center administrators to manage multimedia traffic
- C. It helps with implementing CTI for installs and browser based web integration
- D. It is used to administer the server and to monitor contact center performance using a browser based interface

Correct Answer: B

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## QUESTION 3

A technician is installing the Avaya Aura Agent Desktop (AAAD) on an agent computer. Contact Center Multimedia (CCMM) is not installed on this solution. When browsing, where can the AAAD installation page be found?

- A. <http://agentdesktop> where is the server name or IP address of the Contact Center Manager Administration server
- B. <http://agentdesktop> where is the server name or IP address of the Contact Center Multimedia server
- C. <http://agentdesktop> where is the server name or IP address of the Communication Control Toolkit server
- D. <http://support.avaya.com> Web site

Correct Answer: C

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## QUESTION 4

Windows 2008 enables the firewall if connected to a domain. What does Avaya recommend to ensure client server connectivity?

- A. Add the Communication Control Toolkit (CCT) portal to the Windows 2008 firewall exception list
- B. Import the Avaya Aura Contact Center firewall security policy
- C. Disable the firewall
- D. Disable the anti-virus software that is installed

Correct Answer: B

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## QUESTION 5

A technician has installed Contact Center Multimedia (CCMM) in the contact center and will use Avaya Aura Agent Desktop (AAAD) to respond to customer e-mail contacts. Which three e-mail features are available in the AAAD? (Choose three).

- A. Address book
- B. Voting buttons
- C. Expires after setting
- D. Suggested responses
- E. Autosignature

Correct Answer: ADE

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## QUESTION 6

A technician has been asked to generate outbound and multimedia reports based on data stored within the Contact Center Multimedia (CCMM) database. The technician must also access multimedia data sources through the Report Creation

Wizard for reporting customization. The CCMM server has been added to the Contact Center Manager Administration (CCMA).

Which additional step is required to complete this task?

- A. Assign the CCMM server as a reporting server for the Contact Center Manager Server (CCMS)
- B. Add the Communication Control Toolkit (CCT) server to the CCMA
- C. Add the Microsoft Exchange server to the CCMA

D. Assign the CCT server as a reporting server for the CCMS

Correct Answer: A

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## QUESTION 7

The customer wants to implement a Contact Center Multimedia (CCMM) to support a multimedia environment. Which two digit function server types could be used for the multimedia architecture? (Choose two).

- A. FTP server
- B. Corporate E-mail server
- C. Corporate Web server
- D. Terminal server

Correct Answer: BC

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## QUESTION 8

You have installed an Avaya Aura Contact Center System with Communication Control Toolkit (CCT) and Contact Center Multimedia (CCMM). The customer has started using an outbound campaign, but an available agent is not presented in outbound contacts. Which component presents the outbound contacts to the agent through Avaya Aura Agent Desktop?

- A. CCMS
- B. CCT
- C. CCMM
- D. CCMA

Correct Answer: B

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## QUESTION 9

When verifying the Contact Center Multimedia (CCMM) installation, how would you verify the multimedia database?

- A. Browse to <http://csp/multimedia/ws.Contact.cls> and verify the Web Service ws.Contact Web Page
  - B. Ensure that the CCMM services are running
  - C. Open the Database Maintenance utility and select "verify database"
  - D. Use the Reference Client to send and receive a Multimedia type contact
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Correct Answer: A

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## QUESTION 10

A technician is preparing to do his partitioning on a co-resident Contact Center Manager Server (CCMS). All database drives must be partitioned in what size increments?

- A. 1 GB
- B. 2 GB
- C. 3 GB
- D. 4 GB

Correct Answer: A

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