

# DUMPS ARENA

## Avaya Aura Contact Center CCT and Multimedia Implementation

Avaya 6209

Version Demo

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**QUESTION NO: 1**

The technician has installed a Contact Center multimedia (CCMM) email and web services to the Contact Center solution. What do the customers email and web server connect to?

- A. Customer LAN
- B. Contact Center Server Subnet
- C. Customer server ELAN
- D. Contact Center Server ELAN

**ANSWER: A****QUESTION NO: 2**

Which two services for Contact Center Multimedia (CCMM) are set as mandatory automatic startup? (Choose two.)

- A. CCMM License Service
- B. CCMM Campaign Scheduler Service
- C. CCMM OAM Service
- D. CCMM Starter Service

**ANSWER: A D****QUESTION NO: 3**

E-mail server contacts are retrieved from a POP3 capable email server using the Inbound Message Handler (IMH). The IMH runs at regular intervals. Which two settings can be configured for IMH? (Choose two).

- A. Time between intervals
- B. E-mail message response threshold
- C. Number of e-mails retrieved from the mailbox during each run
- D. Callback minimum and maximum timers

**ANSWER: A C****QUESTION NO: 4**

The technician needs to install an Avaya Aura Contact center in a co-resident configuration to support a contact center with less than 200 agents or less than 12000 calls per hour. The Contact Center Support Multimedia Outbound and Universal Networking. The coresident applications link through Contact Center Manager Server, License Manager, Contact Center Manager infrastructure, Communication Control Toolkit, Contact Center Multimedia, Server Utility and Avaya Media Server. For this installation, what is the drive letter and size of the hard disk partition required for the Avaya Aura Contact Center application?

- A. C:\ and 60 GB
- B. D:\ and 80 GB
- C. E:\ and 120 GB
- D. F:\ and 300 GB

**ANSWER: B****QUESTION NO: 5**

When verifying the installation using the Communication Control Toolkit (CCT) reference client. A message is received stating that the server is not authorized for the CCT database even though the agent is configured correctly in the Contact Center Manager

Administration (CCMA) utility. What is the process to verify that the user data was pushed in CCT database correctly?

- A. Use the CCT Console and import Windows accounts to verify that the account exists in the domain
- B. Remove and re-configure the agent using the Contact Center Manager Administration Utility
- C. Use the CCT WebAdmin to verify that the agent and the user account are associated D. Check the CCT Console and the deployment type for the Contact Center Manager server IP addresses

**ANSWER: A****QUESTION NO: 6**

A technician is configuring a Windows 2008 operating system for a co-resident Avaya Aura Contact Center installation which will be deployed in a Windows domain. Which two rules apply to the server name? (Choose two)

- A. Use ( ) or (-) allowed within any part of the name

- B. The total length of name is not to be more than 26 characters
- C. The computer name must be unique on the domain
- D. The NetBIOS name must match to the computer name

**ANSWER: C D**

#### **QUESTION NO: 7**

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

**ANSWER: A D E**

#### **QUESTION NO: 8**

A technician is adding an agent in the Contact Center Manager Administration (CCMA) utility. But no option to add Communication Control Toolkit (CCT) user account details is presented. What option must be taken to solve this problem?

- A. The agent user type must be set to supervisor agent
- B. Enter the SIP address of the agent ...the voice uri server
- C. The "Create CCT agent" option must be selected
- D. The agent first and last name must be populated

**ANSWER: C**

#### **QUESTION NO: 9**

The customer with Contact Center Multimedia (CCMM) installed and configured does not get emails to agents when logged in on the inbound skillset with AAAD. Which three system parameters can be checked in the CCMM dashboard to troubleshoot this problem?

(Choose three).

- A. Server Availability
- B. CCMM Server performance
- C. Mailbox status
- D. CCMM Contacts by Type
- E. Maximum contact wait time

**ANSWER: A B D**

#### **QUESTION NO: 10**

A customer has multiple Contact Center Manager Server (CCMS) servers which are networked and operate as a single distributed contact center. Which component manages the Network Skill-based Routing configuration and communication between the servers?

- A. Network Contact Center
- B. Network Capacity Center
- C. Network Control Center
- D. Network Communication Center

**ANSWER: C**