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QUESTION 1

Which Contact Center Multimedia utility is used to view multimedia contacts listed by the type of contact (e.g.Email, IM, Outbound, Web Chat, and etc.)?

A. CCMA > Multimedia

B. Multimedia Dashboard

C. Multimedia Administrator

D. CCMM Database Logging

Correct Answer: A

QUESTION 2

A technician is troubleshooting a hung call under public tabular Displays > standard Skillset Display.

When using the phantom scan utility (Pscan) to view waiting calls, what will occur when you select a Call ID click the Clear button?

A. The call is disconnected and you must refresh the real-time Display Report.

B. The call is remove from the utility and from the real -time Display report.

C. The call is removed from the utility but will remain on the Real-Time Display Report.

D. The call is removed from the Real-Time Display Report and the call is disconnected.

Correct Answer: A

QUESTION 3

While investigating an issue with Contact Center Manager Server (CCMS), you discover that the Task Flow Executor (TFE) frequently restarts. In an effort to discover the cause of the restarts, you decide to review the TFE log file.

Which file contains the most recent TFE logs?

A. D:\Avaya\l_ogs\CCMS\CCMS_TFE_1

B. D:\Avaya\Logs\CCMS_TFE_5

C. D:\Avaya\Logs\CCMS\TFE_1

D. D:\Avaya\Logs\CCMS\CCMS_TFE_5

Correct Answer: B

QUESTION 4

At an elevated level, engineers have designed the architecture of SIP around four (4) varieties of components.

Which SIP entity is comprised of two sub-components, where one component initiates SIP requests and the other component responds to requests?

A. SIP Gateway

B. Back-to-Back User Agent

C. SIP Gateway Manager

D. User Agent

Correct Answer: D

QUESTION 5

If web Services Security is enabled, which three issues will you see unless the correct certificates have been imported to relevant machines? (Choose three.)

A. Certificate warning messages when browsing CCMA

B. TLS Link between AACC and AES IS disconnected

C. Avaya Agent Desktop (AAD) does not launch successfully

D. TLS Link between AACC and CM disconnected

Correct Answer: ABD

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