



6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

A technician has completed a Communication Control Toolkit (CCT) installation. What post install task must be undertaken in order to prevent undesirable issues which may interfere with normal operation of the contact center?

- A. Disable TCP port
- B. Disable Simple Network Management Protocol
- C. Disable the Secure Access Link
- D. Disable Java Runtime Environment updates

Correct Answer: D

QUESTION 2

A network drive is being mapped that will be used to setup the Contact Center Multimedia database. The following information is provided:

The Contact Center Multimedia server name is CCMM001 The Contact Center Multimedia server IP address is 192.167.140.15 The backup server name is backup004 The backup server IP address is 192.167.140.20 The backup folder name is dbbackup

What is the UNC path for the mapped network drive?

- A. \192.167.140.15\dbbackup
- B. \CCMM001\dbbackup
- C. \192.167.140.20\dbbackup
- D. \dbbackup\backup004

Correct Answer: B

QUESTION 3

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

Correct Answer: AD



QUESTION 4

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

QUESTION 5

An agent with Avaya Aura Agent Desktop cannot log into the Contact Center. The technician needs to verify network connectivity from the agent PC to the Contact Center Multimedia server. Which command is used to verify the physical network connection between agent PC to the CCMM server?

A. Arp

B. Ping

C. Tracert

D. Ipconfig

Correct Answer: B

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