



6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

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 2

Which service provides the current interface into the database for all Communication Control Toolkit (CCT) services?

- A. NCCT SMON
- B. NCCT DAL
- C. NCCT server
- D. NCCT OI Service

Correct Answer: C

QUESTION 3

You have installed Communication Control Toolkit (CCT) and need to add the CCT server in the Contact Center Administration (CCMA) web interface and associate it to a Contact Center Manager Server (CCMS). After adding the CCT server, you are unable to associate it with the CCMS, what is a problem with this installation?

- A. No CCT users have been created
- B. The CCT server does not have valid licenses
- C. The CCT server has not been added in CCMA
- D. Open Queue has not been enabled on the CCMS

Correct Answer: D

QUESTION 4



The Contact Center supervisor is creating an outbound campaign. Where is it loaded?

- A. It is loaded on the Contact Center Manager Server (CCMS) database where it creates contacts and presents them to the CCMS via Open Queue
- B. It is loaded on the Contact Center Multimedia (CCMM) server database where it creates contacts and presents them to CCMS via Open Queue
- C. It is loaded on the Communications Control Toolkit (CCT) database where it creates contacts and presents them to CCMS via Open Queue
- D. It is loaded on external database

Correct Answer: B

QUESTION 5

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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