6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

When treating emails through Contact Center Multimedia (CCMM), you have identified that there is an added email service that can handle inbound and outbound messages. What type of protocol handles outbound messaging?

A. OMH

B. POP3

C. SMTP

D. IMH

Correct Answer: C

QUESTION 2

A customer with Contact Center Multimedia (CCMM) installed needs to create, modify and monitor outbound campaigns. Which CCMM tool, accessed from the Contact Center Management Administration (CCMA) application can provide this functionality?

A. The Multimedia Contact manager

B. The Contact Center Multimedia Administrator

C. The E-mail Manager

D. The Outbound Campaign management Tool

Correct Answer: D

QUESTION 3

A technician has installed Communication Control Toolkit (CCT) and Contact Center Multimedia (CCMM), Contact Center Manager Server (CCMS) and Contact Center Manager Administration (CCMA). The customer would like to create scripts or graphical ows to verify contacts in Contact Center. Which component of the CCMA would be used to create ows?

A. Configuration

B. Contact Center Management

C. Orchestration Designer

D. Access and Partition Management

Correct Answer: C

QUESTION 4

You want control of when and how Avaya or any other service partner can access your equipment. You will need to configure the remote access architecture and remote desktop connection. What do you use along with Remote Desktop Connection features to add access your equipment?

A. Avaya Secure Control Link

B. Avaya Remote Access Link

C. Avaya Remote Connection Link

D. Avaya Secure Access Link

Correct Answer: D

QUESTION 5

A technician needs to install a Contact Center Multimedia (CCMM) that is a standalone application on a customer supplied server. The Contact Center must be able to support between 600 and 1000 multimedia agents. Which CPU is recommended for this installation?

A. 2 x Intel Pentium IV 1.8 GHz

B. 1 x Intel Celeron 2.0 GHz

C. 2 x Intel Itanium (IA 64) 2.8 GHz

D. 2 x Intel Quad-Core Xeon 3.0 GHz

Correct Answer: D

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