



6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

What describes the installation of an Avaya Aura Agent Desktop (AAAD) with the use of Microsoft's .NET framework?

- A. Click Once Deployment technology
- B. A URL installation
- C. A web browser installation
- D. An application installation

Correct Answer: A

QUESTION 2

A technician needs to install Avaya Aura Contact Center Communication Control Toolkit (CCT) in a standalone application on a customer supplied server that has 4GB RAM installed. Which action should be taken?

- A. Accept the server because the RAM provided meets the recommended minimum
- B. Inform the customer that the minimum recommended RAM for this installation is 6 GB
- C. Inform the customer that the minimum recommended RAM for this installation is 8 GB
- D. Use the Capacity Assessment Tool (Cap Tool) to verify that the 4GB RAM provided with the server meets the contact center capacity requirements

Correct Answer: D

QUESTION 3

A technician has installed Communication Control Toolkit (CCT) and wants to import Windows users from the customers network. In order to import Windows domain users into the CCT database, what two criteria must exist between the CCT server and the Windows Domain Controller? (Choose two).

- A. The users are local users on the Communication Control Toolkit server
- B. The Windows users are in the same domain as the Communication Control Toolkit server
- C. A two-way trust relationship is configured between the Window user's domain Communication Control Toolkit server's domain
- D. The Windows users are in a separate and untrusted domain from the Communication Control Toolkit server

Correct Answer: BC



QUESTION 4

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

Correct Answer: ABD

QUESTION 5

It is recommended that third-party software not be installed on a Communication Control Toolkit (CCT) server because untested third-party software compromises the system performance. What is an exception to this rule?

- A. Screen savers
- B. Microsoft Office suite
- C. Antivirus software
- D. Disk compression utilities

Correct Answer: C

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