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Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

After adding and configuring the Contact Center Multimedia (CCMM) server, additional reports are available to you based on information stored in the CCMM server database. What two new report types are now available for Report Creation under the public report template folder? (Choose two)

A. Call-by-Call Reports

B. Multimedia reports

C. Configuration Reports

D. Agent Performance Reports

E. Outbound Reports

F. Contact Summary Reports

Correct Answer: BE

QUESTION 2

Open Queue is part of what Communication Control Toolkit subcomponent?

A. JAVA API

B. Advanced Scripting

C. Lite Communication Control Toolkit API

D. Contact Management Framework

Correct Answer: D

QUESTION 3

Which statement regarding Contact Center Multimedia (CCMM) transactions and agent capacity are true?

A. CCMM supports up to 12000 transactions per hour with a maximum of 500 active multimedia agents

B. CCMM supports up to 1200 transactions per hour with a maximum of 200 active multimedia agents

C. CCMM supports up to 6000 transactions per hour with a maximum of 800 active multimedia agents

D. CCMM supports up to 12000 transactions per hour with a maximum of 3000 active multimedia agents

E. CCMM supports up to 8000 transactions per hour with a maximum of 800 active multimedia agents

Correct Answer: D

QUESTION 4

Windows 2008 enables the firewall if connected to a domain. What does Avaya recommend to ensure client server connectivity?

A. Add the Communication Control Toolkit (CCT) portal to the Windows 2008 firewall exception list

B. Import the Avaya Aura Contact Center firewall security policy

C. Disable the firewall

D. Disable the anti-virus software that is installed

Correct Answer: B

QUESTION 5

The technician needs to install an Avaya Aura Contact center in a co-resident configuration to support a contact center with less than 200 agents or less than 12000 calls per hour. The Contact Center Support Multimedia Outbound and Universal Networking. The co-resident applications link through Contact Center Manager Server, License Manager, Contact Center Manager infrastructure, Communication Control Toolkit, Contact Center Multimedia, Server Utility and Avaya Media Server. For this installation, what is the drive letter and size of the hard disk partition required for the Avaya Aura Contact Center application?

A. C:\ and 60 GB

B. D:\ and 80 GB

C. E:\ and 120 GB

D. F:\ and 300 GB

Correct Answer: B

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