



6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

A technician is installing the Avaya Aura Agent Desktop (AAAD) on an agent computer. Which three prerequisite software packages are installed as part of this installation? (Choose three).

- A. Microsoft Visual Basic 6.0
- B. Microsoft .NET Framework 3.5
- C. Windows Installer 3.1 Redistributable (v2)
- D. Microsoft Visual C++ 2008 Redistributable Package (x86)
- E. Windows Installer CleanUp Utility 2.5.0.1

Correct Answer: BCD

QUESTION 2

You have completed the co-resident installation including Contact Center Manager Administration (CCMA), Contact Center Manager Server (CCMS) and Communication Control Toolkit (CCT). What action is required to set the deployment type in the CCT console?

- A. Select the standalone CCT installation (Contact Center only) where CCMM is part of the solution and the OpenQ feature is enabled on the CCMM
- B. Select the CCT Installation (Contact Center only) co-resident where CCMM is not part of the solution and the OpenQ feature is disabled on the CCMS
- C. If CCT is installed co-resident with CCMS, the setting is configured automatically, no action is required to set the deployment type
- D. Select the standalone CCT installation (Contact Center or Knowledge Worker) where CCMM is not part of the solution and the OpenQ feature is disabled on

Correct Answer: A

QUESTION 3

When adding Communication Control Toolkit (CCT) server to the configuration page of the Contact Center Manager Administration (CCMA). Which server do you need to associate with the CCT server?

- A. Contact Center Manager Server (CCMS)
- B. CCMA
- C. License Manager



D. Contact Center Multimedia (CCMM)

Correct Answer: A

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

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

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