



# 6209<sup>Q&As</sup>

Avaya Aura Contact Center CCT and Multimedia Implementation

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### QUESTION 1

A technician has been asked to generate outbound and multimedia reports based on data stored within the Contact Center Multimedia (CCMM) database. The technician must also access multimedia data sources through the Report Creation

Wizard for reporting customization. The CCMM server has been added to the Contact Center Manager Administration (CCMA).

Which additional step is required to complete this task?

- A. Assign the CCMM server as a reporting server for the Contact Center Manager Server (CCMS)
- B. Add the Communication Control Toolkit (CCT) server to the CCMA
- C. Add the Microsoft Exchange server to the CCMA
- D. Assign the CCT server as a reporting server for the CCMS

Correct Answer: A

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### QUESTION 2

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

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### QUESTION 3

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

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#### QUESTION 4

Which statement about Contact Center Multimedia is true?

- A. It allows SDK for developers to refine Computer Telephony Integration (CTI) applications
- B. It allows supervisors and contact center administrators to manage multimedia traffic
- C. It helps with implementing CTI for installs and browser based web integration
- D. It is used to administer the server and to monitor contact center performance using a browser based interface

Correct Answer: B

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#### 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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