



6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

A technician has installed Contact Center Multimedia (CCMM) within the Contact Center environment. Multimedia skillsets must be defined in the Contact Center Administration (CCMA) for multimedia routing to occur. What name convention differentiates multimedia skillsets from voice skillsets?

- A. Add a multimedia suffix to the skillset name
- B. Add a multimedia prefix to the skillset name
- C. Add a multimedia disposition code to the skillset name
- D. Add multimedia to the skillset name.

Correct Answer: B

QUESTION 2

A technician has completed a Communication Control Toolkit (CCT) installation. What post install task must be undertaken in order to prevent undesirable issues which may interfere with normal operation of the contact center?

- A. Disable TCP port
- B. Disable Simple Network Management Protocol
- C. Disable the Secure Access Link
- D. Disable Java Runtime Environment updates

Correct Answer: D

QUESTION 3

The technician has installed a Contact Center multimedia (CCMM) email and web services to the Contact Center solution. What do the customers email and web server connect to?

- A. Customer LAN
- B. Contact Center Server Subnet
- C. Customer server ELAN
- D. Contact Center Server ELAN

Correct Answer: A



QUESTION 4

You are planning a co-resident Avaya Aura Contact Center with Contact Center Multimedia. You know that the co-resident installation will have greater hardware requirements than a standalone installation. What tool will you use to access the server hardware requirements for this installation?

- A. Avaya Aura Contact Center AACC Multimedia Administrative Tool
- B. AACC Manager Capacity Assessment Tool
- C. AACC Multimedia Web Administration Tool
- D. AACC Manager Capacity Enablement Tool

Correct Answer: B

QUESTION 5

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

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