



6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

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

QUESTION 2

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 3

A customer has multiple Contact Center Manager Server (CCMS) servers which are networked and operate as a single distributed contact center. Which component manages the Network Skill-based Routing configuration and communication between the servers?

- A. Network Contact Center
- B. Network Capacity Center
- C. Network Control Center
- D. Network Communication Center



Correct Answer: C

QUESTION 4

When adding the Contact Center Multimedia (CCMM) server to the configuration pages of Contact Center Manager Administration (CCMA), what username and password must be supplied to the server to register?

- A. Sysadmin, __avaya
- B. Administrator, "server password"
- C. Webadmin, webadmin
- D. mmReport, mmRep

Correct Answer: D

QUESTION 5

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

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