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Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

When verifying the Contact Center Multimedia (CCMM) installation, how would you verify the multimedia database?

A. Browse to http:///csp/multimedia/ws.Contact.cls and verify the Web Service ws.Contact Web Page

B. Ensure that the CCMM services are running

C. Open the Database Maintenance utility and select "verify database"

D. Use the Reference Client to send and receive a Multimedia type contact

Correct Answer: A

QUESTION 2

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

QUESTION 3

When verifying the installation using the Communication Control Toolkit (CCT) reference client. A message is received stating that the server is not authorized for the CCT database even though the agent is configured correctly in the Contact Center Manager Administration (CCMA) utility. What is the process to verify that the user data was pushed in CCT database correctly?

A. Use the CCT Console and import Windows accounts to verify that the account exists in the domain

B. Remove and re-configure the agent using the Contact Center Manager Administration Utility

C. Use the CCT WebAdmin to verify that the agent and the user account are associated

D. Check the CCT Console and the deployment type for the Contact Center Manager server IP addresses

Correct Answer: A

QUESTION 4

A technician is preparing to do his partitioning on a co-resident Contact Center Manager Server (CCMS). All database drives must be partitioned in what size increments?

A. 1 GB

B. 2 GB

C. 3 GB

D. 4 GB

Correct Answer: A

QUESTION 5

A technician is installing a Contact Center Multimedia (CCMM) on a standalone server platform. The PVI Check utility returns a warning of a system readiness check problem. Which statement about warnings in the system readiness checks warning is true?

A. The software installation stops the problem and must be corrected before proceeding

B. The software installation stops and before proceeding, a step must be chosen from each warning screen as long as potential impact to confirmation that Contact Center is undisturbed

C. The software installation stops and the PVI check utility must be rerun until all warnings are cleared

D. The warnings can be ignored as long as the potential impact to the operation of the Contact Center is understood and not deemed to be applicable for the

Correct Answer: D

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