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Avaya Aura Contact Center Multimedia Implementation Exam

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QUESTION 1

After adding and configuring the Contact Center Multimedia (CCMM) server, additional reports are available to you based on information stored within the CCMM server database. Which two new report types are now available for report creation under the Public Report Template folder? (Choose two.)

A. Configuration Reports

B. Call-by-Call Reports

C. Multimedia Reports

D. Agent Performance Reports

E. Outbound Reports

F. Contact Summary Reports

Correct Answer: CE

QUESTION 2

A customer with Contact Center Multimedia (CCMM) needs to create, modify, and monitor outbound campaigns. Which CCMM tool, accessed from the Contact Center Manager Administration (CCMA) application, provides this functionality?

A. the Outbound Campaign Management Tool

B. the CCMA

C. the Multimedia Contact Manager

D. the E-mail Manager

Correct Answer: A

QUESTION 3

Which Avaya Aura® Contact Center component is a core component that connects to a PBX to collect incoming voice contacts, provide intelligent queuing, and collect historical data?

A. Contact Center Manager Administration (CCMA)

B. Avaya Agent Desktop (AAD)

C. Contact Center Multimedia (CCMM)

D. Contact Center Manager Server (CCMS)

Correct Answer: D

Reference: https://downloads.avaya.com/css/P8/documents/100167782 (111)

QUESTION 4

Refer to the exhibit. A customer is using Contact Center Multimedia (CCMM) to provide Web Services or integrating Web Chat with their Contact Center. They have created a DMZ to protect the Avaya Aura® Contact Center (AACC) server and the Corporate Web Server by deploying a Corporate Firewall and a Web Application Firewall. What is the recommended placement of the AACC Voice and Multimedia server in relation to the Corporate Web Server where the customer facing Web Chat Application resides?
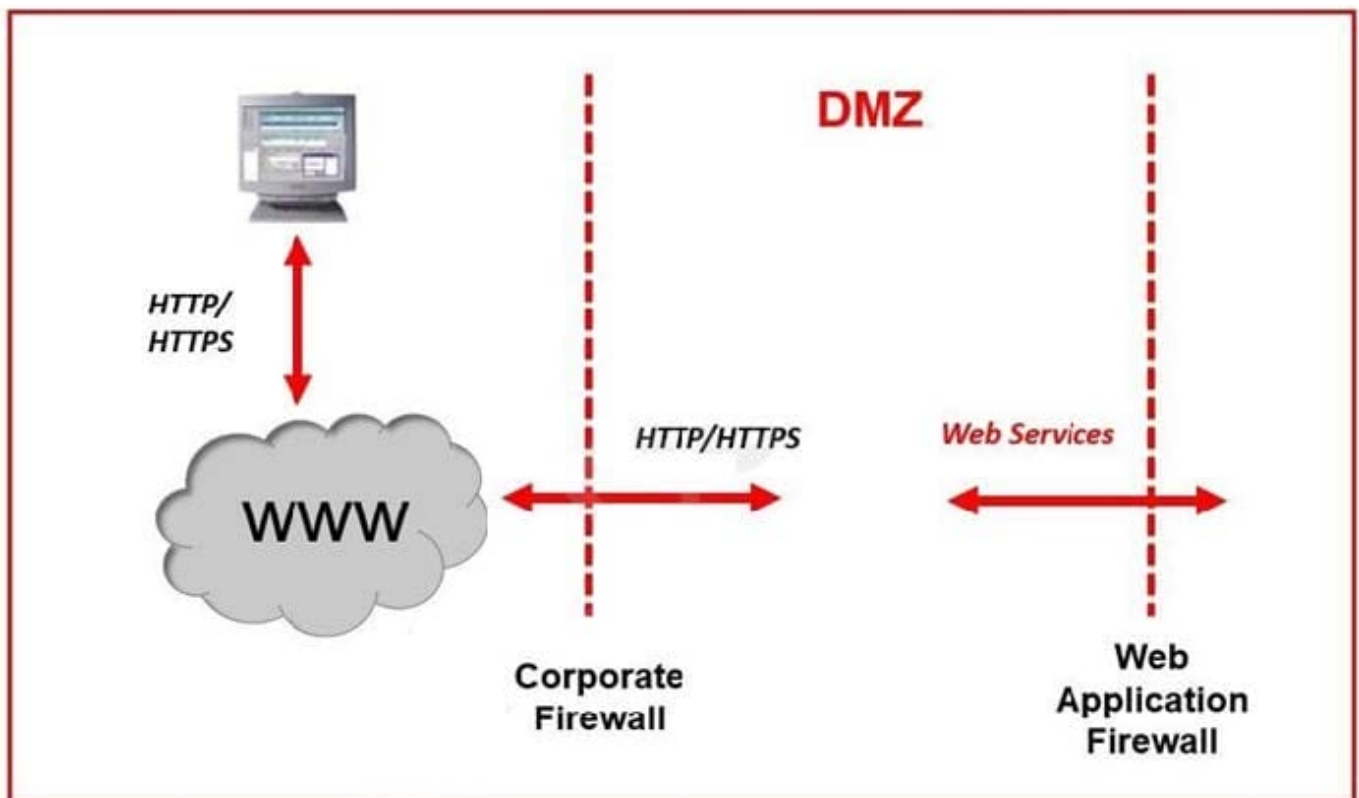
A. Place the AACC Server inside the DMZ between the Corporate Firewall and the Web Application Firewall. Place the Corporate Web Server inside the Web Application Firewall.

B. Place both the AACC Server and the Corporate Web Server outside of the Corporate Firewall.

C. Place both the AACC Server and the Corporate Web Server inside the DMZ between the Corporate Firewall and the Web Application Firewall.

D. Place the AACC Server inside of the Web Application Firewall. Place the Corporate Web Server inside the DMZ between the Corporate Firewall and the Web Application Firewall.

Correct Answer: A

QUESTION 5

Which Avaya Aura® Contact Center component expands the contact center to manage internet-based contacts such as email and Web communications?

A. Contact Center Manager Server (CCMS)

B. Avaya Agent Desktop (AAD)

C. Contact Center Multimedia (CCMM)

D. Contact Center Manager Administration (CCMA)

Correct Answer: C

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