6211^{Q&As}

Avaya Aura Contact Center Multimedia Implementation Exam

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QUESTION 1

Which service contains the Inbound Message Handler (IMH) component?

A. Contact Center Multimedia (CCMM) License Service

B. Contact Center Multimedia (CCMM) Campaign Scheduler Service

C. Contact Center Multimedia (CCMM) E-mail Manager Service

D. Contact Center Multimedia (CCMM) Starter Service

Correct Answer: C

QUESTION 2

You have been asked to generate outbound and multimedia reports based on data stored within the Contact Center Multimedia (CCMM) database. You must also access multimedia data sources through the Report Creation Wizard for reporting customization. The CCMM server has been added through 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 through the CCMA.

C. Add the Microsoft Exchange server through the CCMA.

D. Assign the CCT server as a reporting server for the CCMS.

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/101017378

QUESTION 3

You have launched the Contact Center Multimedia (CCMM) Administration utility. Which three settings can be configured on the CCMM Administration General Administration page? (Choose three.)

A. Web Comms

B. Agent

C. Skillset

D. Server

E. Email

Correct Answer: BCD

QUESTION 4

When analyzing life cycle of a Web Chat contact in Avaya Aura® Contact Center:

Step 1 states the Contact Center Multimedia receives contacts from the External Web server through the

Contact Center Multimedia Web services,

Step 2 states that the Web services provide a Java API that enables contacts to be written into the Contact

Center Multimedia database, retrieved from the database, and have their status queried.

What is Step 3 in the life cycle of a Web Chat contact in Avaya Aura® Contact Center?

A. Customized Web pages, displays to the customer.

B. A set of sample pages is distributed with Contact Center Multimedia to provide Java Server Pages (JSP) script examples of how a Web server can access the Web services.

C. Customized Web pages, with customized look and feel, and business logic must be created by the customer.

D. The External Web server determines the skillset and priority assigned to the contact.

Correct Answer: B

QUESTION 5

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