6211^{Q&As}

Avaya Aura Contact Center Multimedia Implementation Exam

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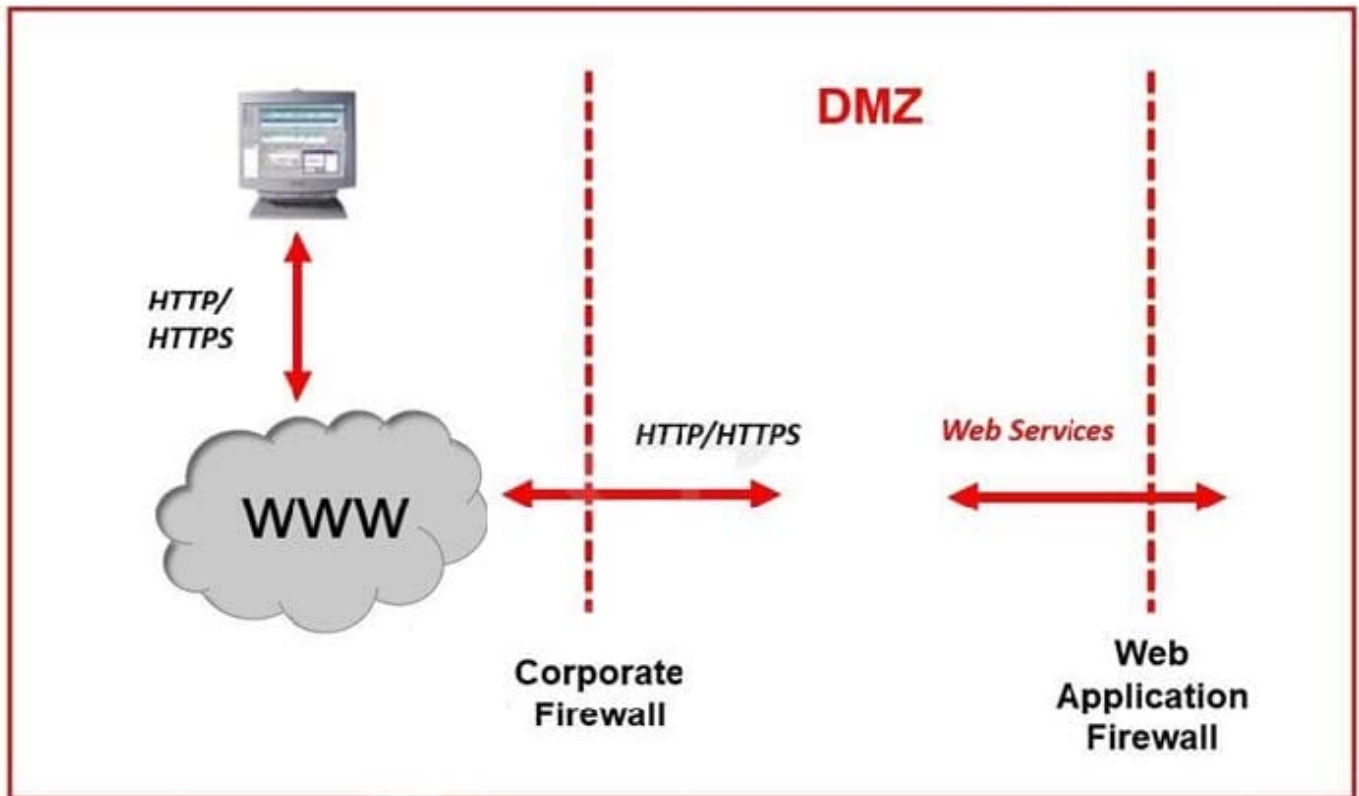Instant Download After Purchase

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QUESTION 1

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 2

When handling Contact Center Multimedia (CCMM) Email contact, which component logs on to the outbound mailboxes

on the Email server and sends out messages such as Auto-acknowledgements, Auto-replies, or Agent composed replies?

A. the Outbound Campaign Management Tool

B. the Outbound Message Handler

C. the Inbound Message Handler

D. the Rules Engine

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/101059085

QUESTION 3

The Data Import and Export tool is used to import bulk resources from the Windows network into the CCT database. Which file types are used to export resource configuration data from the Windows network for data analysis?

A. Single standard XML file or flattened XML file

B. Single standard HTML file or flattened HTML file

C. Single standard CSV file or flattened CSV file

D. Single standard XSD file or flattened XSD file

Correct Answer: A

QUESTION 4

Which Avaya Aura® Contact Center component is required for Contact Center Multimedia deployment?

A. API Server

B. Agent Desktop

C. SIP Connector

D. Avaya Aura® Media Server

Correct Answer: D

QUESTION 5

Refer to the exhibit. An agent is using the Agent Desktop to take contacts from the SIP contact center and during the

call the agent clicks on the double page icon (highlighted in the box). What agent desktop feature is the agent accessing when they click on the double page icon?

A. Getting workitem status

B. Transferring the call

C. Accessing the address book

D. Copy the calling number from the workitem

Correct Answer: C

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