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Avaya Aura Contact Center Multimedia Implementation Exam

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QUESTION 1

Which Avaya Aura® Contact Center component requires the Communication Control Toolkit and Contact Center Multimedia components?

A. Avaya Agent Desktop

B. Contact Center Manager Server

C. Contact Center Manager Administration

D. Session Initiation Protocol

Correct Answer: B

QUESTION 2

Multimedia skillsets must be defined in the Contact Center Manager Administration (CCMA) for multimedia routing to occur. Which name convention differentiates multimedia skillsets from voice skillsets?

A. A multimedia suffix is added to the skillset name.

B. A multimedia prefix is added to the skillset name.

C. A multimedia disposition code is added to the skillset.

D. Multimedia is added to the skillset name.

Correct Answer: C

QUESTION 3

Which statement about the web-based Contact Center Multimedia (CCMM) Multimedia Administration client is true?

A. It is used to administer Avaya Aura® Agent Desktop (AAAD) and to monitor Agent performance using a browser-based interface.

B. It helps with implementing CTI for installed and browser-based client integrations.

C. It provides administrative and management capabilities for CCMM resources.

D. It allows an SDK for developers to design custom Computer Telephony Integration (CTI) applications.

Correct Answer: A

Reference: https://support.avaya.com/public/downloadFile.jsp?file=/resources/sites/AVAYA/content/live/SOLUTIONS/220000/SOLN220899/en_US/NN44400210_04.01_Planning_and_Engineering_November_2012.pdf

QUESTION 4

When performing an immediate backup in the Contact Center Database Maintenance utility, which application is the only one that is not selected by default?

A. ????

B. CCMS

C. ADMIN

D. Offline

Correct Answer: B

Reference: https://downloads.avaya.com/css/P8/documents/100141967

QUESTION 5

What is defined for Agent Blending skillsets to decide when agents transition from Outbound to Inbound and when agents are returned to Outbound activities?

A. Route Point

B. Call Presentation Class

C. Script

D. Thresholds

Correct Answer: B

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