6211^{Q&As}

Avaya Aura Contact Center Multimedia Implementation Exam

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QUESTION 1

Which Communication Control Toolkit server software component is used to import bulk resources from the Windows server into the CCT database?

A. CCT Console

B. CCT Trace Control

C. CCT Reference Client

D. CCT API

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/101017434

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

You want to perform a backup of the Contact Center database. Which tool do you use to perform the backup?

A. Database Maintenance utility

B. RefClient

C. High Availability

D. Data export utility

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/100141967#:~:text=Backup%
20informationandtext=You%20can%20use%20the%20Database,and%20Contact%20Center%20Multimedia
%20servers

QUESTION 4

When creating an Advanced Screenpops in the wizard you choose a screenpop launch event. What are the two launch event options? (Choose two.)

A. Call setup

B. Dialing

C. Active

D. Alerting

Correct Answer: CD

QUESTION 5

Which three components of Email Manager work together to retrieve, determine routing, and respond to email messages sent to the contact center? (Choose three.)

A. The External Message Handler

B. Open Queue Engine

C. The Outbound Message Handler

D. The Rules Engine

E. The Inbounad Message Handler F. The Inbound Mail Handler

Correct Answer: BEF

Reference: https://downloads.avaya.com/css/P8/documents/101059027

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