



6211^{Q&As}

Avaya Aura Contact Center Multimedia Implementation Exam

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QUESTION 1

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 2

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 3

You need to install Avaya Agent Desktop (AAD) on an Agent's desktop computer. Which URL location will you enter to access the AAD Web page to start the AAD installation?

- A. <http://agentdesktop> where is the server name or IP Address of the Contact Center Manager Server (CCMS)
- B. <http://agentdesktop> where is the server name or IP Address of the Avaya Aura® Application Enablement Server
- C. <http://agentdesktop> where is the server name or IP Address of the Contact Center Multimedia (CCMM) Server
- D. <https://support.avaya.com> web site

Correct Answer: D



QUESTION 4

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 5

During contact handling, agents can create a callback to a customer. Where are the Agent Desktop callback minimum and maximum timers configured?

- A. Agent Desktop Configuration, Default Closed Reasons
- B. Agent Desktop Configuration, General Settings
- C. Agent Desktop Configuration, Resources
- D. Agent Desktop Configuration, User Settings

Correct Answer: D

Reference: <https://downloads.avaya.com/css/P8/documents/101017384>

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