Vendor: Avaya

Exam Code:6209

Exam Name: Avaya Aura Contact Center CCT and Multimedia Implementation

Version: Demo

QUESTION 1

The technician has installed a Contact Center multimedia (CCMM)email and web services to the Contact Center solution. What do the customers email and web server connect to?

A. Customer LAN

B. Contact Center Server Subnet

C. Customer server ELAN

D. Contact Center Server ELAN

Correct Answer: A

QUESTION 2

A customer with Contact Center Multimedia (CCMM) installed needs to create, modify and monitor outbound campaigns. Which CCMM tool, accessed from the Contact Center Management Administration (CCMA) application can provide this functionality?

A. The Multimedia Contact manager

B. The Contact Center Multimedia Administrator

C. The E-mail Manager

D. The Outbound Campaign management Tool

Correct Answer: D

QUESTION 3

Which service contains the inbound message handler (IMH) component?

A. Contact Center Multimedia (CCMM) License Service

B. CCMM Campaign Scheduler Service

C. CCMM E-mail Manager Service

D. CCMM Starter Service

Correct Answer: B

QUESTION 4

A technician needs to install a Contact Center Multimedia (CCMM) that is a standalone application on a customer supplied server. The Contact Center must be able to support between 600 and 1000 multimedia agents. Which CPU is recommended for this installation?

A. 2 x Intel Pentium IV 1.8 GHz

B. 1 x Intel Celeron 2.0 GHz

C. 2 x Intel Itanium (IA 64) 2.8 GHz

D. 2 x Intel Quad-Core Xeon 3.0 GHz

Correct Answer: D

QUESTION 5

A technician has installed Communication Control Toolkit (CCT) and Contact Center Multimedia (CCMM), Contact Center Manager Server (CCMS) and Contact Center Manager Administration (CCMA). The customer would like to create scripts or graphical ows to verify contacts in Contact Center. Which component of the CCMA would be used to create ows?

A. Configuration

B. Contact Center Management

C. Orchestration Designer

D. Access and Partition Management

Correct Answer: C

QUESTION 6

A technician has completed a Communication Control Toolkit (CCT) installation. What post install task must be undertaken in order to prevent undesirable issues which may interfere with normal operation of the contact center?

A. Disable TCP port

B. Disable Simple Network Management Protocol

C. Disable the Secure Access Link

D. Disable Java Runtime Environment updates

Correct Answer: D

QUESTION 7

A technician has installed Communication Control Toolkit (CCT). Which three elements are added to the event viewer? (Choose three)

A. NCCT Call Log

B. NCCT Security

C. NCCT Audit Log

D. NCCT Error Log

E. NCCT System Log

Correct Answer: BCD

QUESTION 8

After adding and configuring the Contact Center Multimedia (CCMM) server, additional reports are available to you based on information stored in the CCMM server database. What two new report types are now available for Report Creation under the public report template folder? (Choose two)

A. Call-by-Call Reports

B. Multimedia reports

C. Configuration Reports

D. Agent Performance Reports

E. Outbound Reports

F. Contact Summary Reports

Correct Answer: BE

QUESTION 9

A customer is using Contact Center Multimedia (CCMM) to provide web services for integrating with their Contact Center. They have three domains, one contains Contact Manager Server (CCMS), one contains Communication Control Toolkit (CCT) and one contains Avaya Aura Agent Desktop (AAAD). Which two statements describe the conditions that are required? (Choose two).

A. The AAAD domain must have a two-way trust relationship with CCMM domain

B. The CCT domain must have a two-way trust relationship with both the CCMM and the AAAD domains

C. The CCMM domain must have a two-way trust relationship with both the CCT and the AAAD domains

D. The CCT and CCMM servers must be in a different domain to the AAAD users

Correct Answer: BC

QUESTION 10

What describes the installation of an Avaya Aura Agent Desktop (AAAD) with the use of Microsoft\\'s .NET framework?

A. Click Once Deployment technology

B. A URL installation

C. A web browser installation

D. An application installation

Correct Answer: A

QUESTION 11

When verifying the installation using the Communication Control Toolkit (CCT) reference client. A message is received stating that the server is not authorized for the CCT database even though the agent is configured correctly in the Contact Center Manager Administration (CCMA) utility. What is the process to verify that the user data was pushed in CCT database correctly?

A. Use the CCT Console and import Windows accounts to verify that the account exists in the domain

B. Remove and re-configure the agent using the Contact Center Manager Administration Utility

C. Use the CCT WebAdmin to verify that the agent and the user account are associated

D. Check the CCT Console and the deployment type for the Contact Center Manager server IP addresses

Correct Answer: A

QUESTION 12

It is recommended that third-party software not be installed on a Communication Control Toolkit (CCT) server because untested third-party software compromises the system performance. What is an exception to this rule?

A. Screen savers

B. Microsoft Office suite

C. Antivirus software

D. Disk compression utilities

Correct Answer: C