

# DUMPS ARENA

## Avaya Aura Contact Center CCT and Multimedia Implementation

Avaya 6209

Version Demo

Total Demo Questions: 10

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**QUESTION NO: 1**

When verifying the Contact Center Multimedia (CCMM) installation, how would you verify the multimedia database?

- A. Browse to `http://csp/multimedia/ws.Contact.cls` and verify the Web Service `ws.Contact Web Page`
- B. Ensure that the CCMM services are running
- C. Open the Database Maintenance utility and select “verify database”
- D. Use the Reference Client to send and receive a Multimedia type contact

**ANSWER: A****QUESTION NO: 2**

Agents must be associated with appropriate contact center windows user with the Contact Center Manager Administration (CCMA) server. From which CCMA menu component do you add agents?

- A. Multimedia
- B. Contact Center Management
- C. Access and Partition Management
- D. Configuration

**ANSWER: B****QUESTION NO: 3**

A technician is installing a Contact Center Multimedia (CCMM) on a standalone server platform. The PVI Check utility returns a warning of a system readiness check problem.

Which statement about warnings in the system readiness checks warning is true?

- A. The software installation stops the problem and must be corrected before proceeding B. The software installation stops and before proceeding, a step must be chosen from each warning screen as long as potential impact to confirmation that Contact Center is undisturbed
- B. The software installation stops and the PVI check utility must be rerun until all warnings are cleared

C. The warnings can be ignored as long as the potential impact to the operation of the Contact Center is understood and not deemed to be applicable for the specific installation

**ANSWER: C**

#### QUESTION NO: 4

The Contact Center supervisor is creating an outbound campaign. Where is it loaded?

- A. It is loaded on the Contact Center Manager Server (CCMS) database where it creates contacts and presents them to the CCMS via Open Queue
- B. It is loaded on the Contact Center Multimedia (CCMM) server database where it creates contacts and presents them to CCMS via Open Queue
- C. It is loaded on the Communications Control Toolkit (CCT) database where it creates contacts and presents them to CCMS via Open Queue
- D. It is loaded on external database

**ANSWER: B**

#### QUESTION NO: 5

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

**ANSWER: B C**

#### QUESTION NO: 6

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

**ANSWER: B D E**

#### QUESTION NO: 7

A technician has installed Communication Control Toolkit (CCT) and wants to import Windows users from the customer's network. In order to import Windows domain users into the CCT database, what two criteria must exist between the CCT server and the Windows

Domain Controller? (Choose two).

- A. The users are local users on the Communication Control Toolkit server
- B. The Windows users are in the same domain as the Communication Control Toolkit server
- C. A two-way trust relationship is configured between the Window user's domainCommunication Control Toolkit server's domain
- D. The Windows users are in a separate and untrusted domain from the Communication Control Toolkit server

**ANSWER: B C**

#### QUESTION NO: 8

You have completed the co-resident installation including Contact Center Manager

Administration (CCMA), Contact Center Manager Server (CCMS) and Communication Control Toolkit (CCT). What action is required to set the deployment type in the CCT console?

- A. Select the standalone CCT installation (Contact Center only) where CCMM is part of the solution and the OpenQ feature is enabled on the CCMM
- B. Select the CCT Installation (Contact Center only) co-resident where CCMM is not part of the solution and the OpenQ feature is disabled on the CCMS

**C.** If CCT is installed co-resident with CCMS, the setting is configured automatically, no action is required to set the deployment type

**D.** Select the standalone CCT installation (Contact Center or Knowledge Worker) where CCMM is not part of the solution and the OpenQ feature is disabled on the CCMS

**ANSWER: A**

#### **QUESTION NO: 9**

A technician has installed Contact Center Multimedia (CCMM) in the contact center and will use Avaya Aura Agent Desktop (AAAD) to respond to customer e-mail contacts. Which three e-mail features are available in the AAAD? (Choose three).

- A.** Address book
- B.** Voting buttons
- C.** Expires after setting
- D.** Suggested responses
- E.** Autosignature

**ANSWER: A D E**

#### **QUESTION NO: 10**

A technician is installing the Avaya Aura Agent Desktop (AAAD) on an agent computer. Which three prerequisite software packages are installed as part of this installation?

(Choose three).

- A.** Microsoft Visual Basic 6.0
- B.** Microsoft .NET Framework 3.5
- C.** Windows Installer 3.1 Redistributable (v2)
- D.** Microsoft Visual C++ 2008 Redistributable Package (x86)
- E.** Windows Installer CleanUp Utility 2.5.0.1

**ANSWER: B C D**