

# QUESTIONS & ANSWERS

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**Avaya**

**6209**

*Avaya Aura(R) Contact Center CCT and Multimedia Implementation*

**Answer:** A, C

**QUESTION:** 46

When adding Communication Control Toolkit (CCT) server to the configuration page of the Contact Center Manager Administration (CCMA). Which server do you need to associate with the CCT server?

- A. Contact Center Manager Server (CCMS)
- B. CCMA
- C. License Manager
- D. Contact Center Multimedia (CCMM)

**Answer:** A

**QUESTION:** 47

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:** 48

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

**Answer:** D

**QUESTION: 49**

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

**Answer:** B, E

**QUESTION: 50**

A technician is configuring a Windows 2008 operating system for a co-resident Avaya Aura Contact Center installation which will be deployed in a Windows domain. Which two rules apply to the server name? (Choose two)

- A. Use (\_) or (-) allowed within any part of the name
- B. The total length of name is not to be more than 26 characters
- C. The computer name must be unique on the domain
- D. The NetBIOS name must match to the computer name

**Answer:** C, D

**QUESTION: 51**

You want control of when and how Avaya or any other service partner can access your equipment. You will need to configure the remote access architecture and remote desktop connection. What do you use along with Remote Desktop Connection features to add access your equipment?

- A. Avaya Secure Control Link
- B. Avaya Remote Access Link
- C. Avaya Remote Connection Link
- D. Avaya Secure Access Link

**Answer:** D

**QUESTION:** 52

Which two services for Contact Center Multimedia (CCMM) are set as mandatory automatic startup? (Choose two.)

- A. CCMM License Service
- B. CCMM Campaign Scheduler Service
- C. CCMM OAM Service
- D. CCMM Starter Service

**Answer:** A, D

**QUESTION:** 53

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

**Answer:** A

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