Question 1

What is required when configuring an Email skillset in the Contact Center Multimedia Administration Tool?

Options:

A- the assignment of a route point for each email skillset

B- the assignment of a script for each email skillset

C- the assignment of a vector for each email skillset

D- the assignment of an open queue for each email skillset

Answer:

A

Question 2

When analyzing life cycle of a Web Chat contact in Avaya Aura Contact Center:

Step 1 states the Contact Center Multimedia receives contacts from the External Web server through the Contact Center Multimedia Web services,

Step 2 states that the Web services provide a Java API that enables contacts to be written into the Contact Center Multimedia database, retrieved from the database, and have their status queried.

What is Step 3 in the life cycle of a Web Chat contact in Avaya Aura Contact Center?

Options:

A- Customized Web pages, displays to the customer.

B- A set of sample pages is distributed with Contact Center Multimedia to provide Java Server Pages (JSP) script examples of how a Web server can access the Web services.

C- Customized Web pages, with customized look and feel, and business logic must be created by the customer.

D- The External Web server determines the skillset and priority assigned to the contact.

Answer:

B

Question 3

When analyzing life cycle of an outbound contact in Avaya Aura Contact Center:

Step 1 shows outbound campaigns are created in the OCMT and loaded into the CCMM database

Step 2 states that each call in the outbound campaign triggers a 'contact arrived' message.

What is Step 3 in the life cycle of an outbound contact in Avaya Aura Contact Center?

Options:

A- Customer details are retrieved for the agent using Web services.

B- The newly-arrived contact is created and directed to an application using the Open Queue.

C- The contact is presented to the agent using the Avaya Agent Desktop.

D- The Contact Center application (scripting) determines how to route the contact, or in this case, present to which agent.

Answer:

B

Question 4

Which service contains the Inbound Message Handler (IMH) component?

Options:

A- Contact Center Multimedia (CCMM) License Service

B- Contact Center Multimedia (CCMM) Campaign Scheduler Service

C- Contact Center Multimedia (CCMM) E-mail Manager Service

D- Contact Center Multimedia (CCMM) Starter Service

Answer:

C

Question 5

A Contact Center Supervisor is creating an outbound campaign. Where is the outbound campaign loaded?

Options:

A- It is loaded on external database.

B- It is loaded on the Communication Control Toolkit (CCT) database where it creates contacts and presents them to CCMS via Open Queue.

C- It is loaded on the Contact Center Manager Server (CCMS) database where it creates contacts and presents them to the CCMS via Open Queue.

D- It is loaded on the Contact Center Multimedia (CCMM) server database where it creates contacts and presents them to CCMS via Open Queue.

Answer:

D

Question 6

Question Type: **MultipleChoice**

Which Avaya Aura Contact Center component manages all media processing for the contact center including playing messages and collecting DTMF digits?

Options:

A- Avaya Aura Media Server (AAMS)

B- Contact Center Manager Server (CCMS)

C- SIP

D- Communication Control Toolkit (CCT)

Answer:

A

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