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# Question 1

Which tool displays the status counts for each multimedia contact type?

## Options:

**A-** Contact Center Database Dashboard

**B-** Multimedia Data Management

**C-** Multimedia Dashboard

**D-** Contact Center Database Maintenance

## Answer:

B

# Question 2

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?

## Options:

**A-** the Outbound Campaign Management Tool

**B-** the CCMA

**C-** the Multimedia Contact Manager

**D-** the E-mail Manager

## Answer:

A

# Question 3

**Question Type:** **MultipleChoice**

A user is assigning a skillset to a call while creating a new outbound campaign. What is the result if the skillset field is left blank?

**A-** The campaign stops functioning.

**B-** The campaign will not be created.

**C-** The campaign will not receive data.

**D-** The campaign will receive calls but no agent is assigned.

**Answer:**

D

# Question 4

**Question Type:** **MultipleChoice**

Which tool is used to create cleanup rules and scheduled tasks in Contact Center Multimedia (CCMM)?

**Options:**

**A-** Contact Center Database Maintenance Utility

**B-** Control Utility

**C-** CCMM Data Management

**D-** System Control and Monitor Utility

## Answer:

C

# Question 5

Agents will use Disposition Codes after closing an outbound contact. For which purpose is a disposition code used by agents?

## Options:

**A-** To record the dialing of an outbound call

**B-** To record the state of an outbound call

**C-** To answer an outbound call

**D-** To end the outbound call

**Answer:**

D


# Question 6

**Question Type: MultipleChoice**

Users of the Outbound Campaign Management Tool require access rights to the Outbound component. Which component within the Center Manager Administration would the user be assigned Launchpad option access?

**Options:**

**A-** Configuration

**B-** Access and Partition Management

**C-** Contact Center Management

**D-** Multimedia

**Answer:**

A

# Question 7

You want to perform a backup of the Contact Center database. Which tool do you use to perform the backup?

## Options:

**A-** Database Maintenance utility

**B-** RefClient

**C-** High Availability

**D-** Data export utility

## Answer:

A

## Explanation:

%20servers

# Question 8

In a Web Chat, for which purpose are Web on Hold and Web on Hold URLs created?

## Options:

A- Treatments given to the customer while waiting for the agent to end the chat session

B- Treatments given to the customer while waiting for the agent to join the chat session

C- Treatments given to the customer while waiting for the agent to reply in an existing chat session

D- Treatments given to the agent while waiting for the customer to join the chat session

## Answer:

B

# Question 9

When performing an immediate backup in the Contact Center Database Maintenance utility, which application is the only one that is not selected by default?

## Options:

**A-**

**B-** CCMS

**C-** ADMIN

**D-** Offline

## Answer:

B

# Question 10

**Question Type:** **MultipleChoice**

After adding and configuring the Contact Center Multimedia (CCMM) server, additional reports are available to you based on information stored within the CCMM server database. Which two new report types are now available for report creation under the Public Report Template folder? (Choose two.)

**A-** Configuration Reports

**B-** Call-by-Call Reports

**C-** Multimedia Reports

**D-** Agent Performance Reports

**E-** Outbound Reports

**F-** Contact Summary Reports

**Answer:**

C, E

# Question 11

**Question Type:** **MultipleChoice**

Refer to the exhibit. A customer is using Contact Center Multimedia (CCMM) to provide Web Services or integrating Web Chat with their Contact Center. They have created a DMZ to protect the Avaya Aura Contact Center (AACC) server and the Corporate Web Server by deploying a Corporate Firewall and a Web Application Firewall. What is the recommended placement of the AACC Voice and Multimedia

server in relation to the Corporate Web Server where the customer facing Web Chat Application resides?
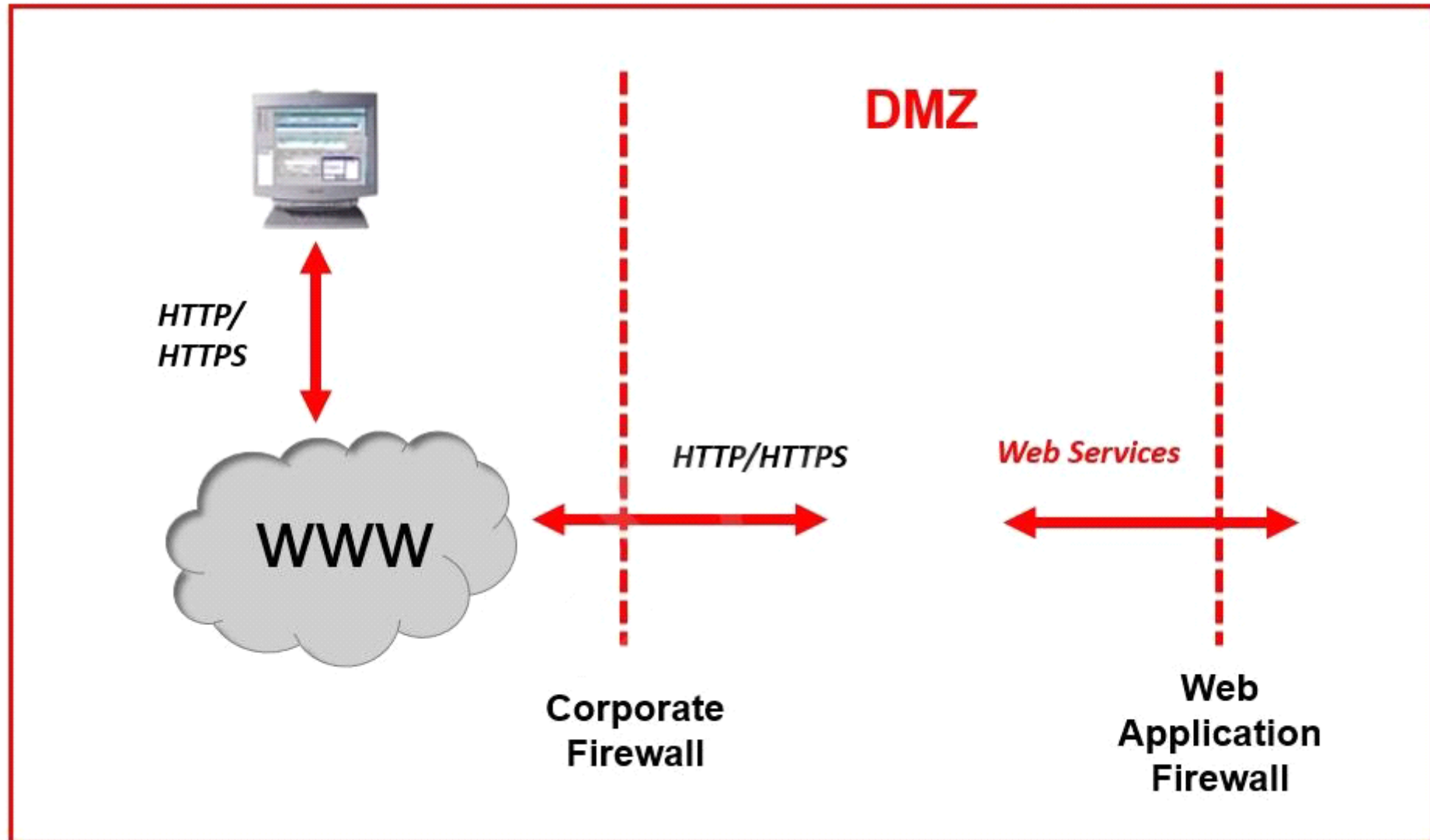
## Options:

**A-** Place the AACC Server inside the DMZ between the Corporate Firewall and the Web Application Firewall. Place the Corporate Web Server inside the Web Application Firewall.

**B-** Place both the AACC Server and the Corporate Web Server outside of the Corporate Firewall.

**C-** Place both the AACC Server and the Corporate Web Server inside the DMZ between the Corporate Firewall and the Web Application Firewall.

**D-** Place the AACC Server inside of the Web Application Firewall. Place the Corporate Web Server inside the DMZ between the Corporate Firewall and the Web Application Firewall.

## Answer:

A