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Question 1

Question Type: MultipleChoice

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 2

Question Type: MultipleChoice

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 3

Question Type: MultipleChoice

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 4

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

Question 5

Question Type: MultipleChoice

In a Voice and Multimedia Contact Center, incoming email messages are read from the Email server, processed using email rules, and are stored in a multimedia database. Which component, installed on Contact Center Multimedia (CCMM), connects to the Email server at regular intervals to access configured mailboxes?

Options:

A- the Multimedia Administrator

B- the Email Manager

C- the Multimedia Database

D- the Outbound Campaign Management Tool

Answer:

B

Question 6

Question Type: MultipleChoice

Which Avaya Aura Contact Center component is required for Contact Center Multimedia deployment?

Options:

- A- API Server
- B- Agent Desktop
- C- SIP Connector
- D- Avaya Aura Media Server

Answer:

D

Question 7

Question Type: MultipleChoice

Which component manages the states of contacts, agents, terminals, and addresses used for assigning contacts?

Options:

- A- CCT Client Applications
- B- Contact Management Framework (CMF)
- C- CCT API

D- SIP Connector

Answer:

B

Question 8

Question Type: MultipleChoice

You have installed an Avaya Aura Contact Center (AACC) system with Communication Control Toolkit (CCT) and Contact Center Multimedia (CCMM). Which component is responsible for pushing the non-voice contacts to Avaya Aura Agent Desktop?

Options:

A-

B- CCMS

C- CCT

D- CMA

Answer:

A

Question 9

Question Type: MultipleChoice

A customer wants to implement a Voice and Multimedia Contact Center. In addition to the Avaya Aura Contact Center (AACC) server, which two functional server types can be integrated into the Voice and Multimedia Contact Center architecture? (Choose two.)

Options:

- A- Terminal server
- B- Corporate Web server
- C- Corporate Email server
- D- FTP server

Answer:

B, D

Question 10

Question Type: MultipleChoice

Which Communication Control Toolkit server software component is used to import bulk resources from the Windows server into the CCT database?

Options:

- A- CCT Console
- B- CCT Trace Control
- C- CCT Reference Client
- D- CCT API

Answer:

A

Question 11

Question Type: MultipleChoice

Which Avaya Aura Contact Center component is the application agents used to handle voice and non-voice contacts?

Options:

- A- Contact Center Multimedia (CCMM)
- B- Avaya Agent Desktop (AAD)
- C- Contact Center Manager Server (CCMS)
- D- Contact Center Manager Administration (CCMA)

Answer:

C

Question 12

Question Type: MultipleChoice

The Data Import and Export tool is used to import bulk resources from the Windows network into the CCT database. Which file types are used to export resource configuration data from the Windows network for data analysis?

Options:

- A-** Single standard XML file or flattened XML file
- B-** Single standard HTML file or flattened HTML file
- C-** Single standard CSV file or flattened CSV file
- D-** Single standard XSD file or flattened XSD file

Answer:

A

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