# 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?

## Options:

**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

Question Type: **MultipleChoice**

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

# Question 8

Question Type: **MultipleChoice**

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

**Question Type: MultipleChoice**

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