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Question 1

Question Type: MultipleChoice

Which statement about the web-based Contact Center Multimedia (CCMM) Multimedia Administration client is true?

Options:

A- It is used to administer Avaya Aura Agent Desktop (AAAD) and to monitor Agent performance using a browser-based interface.

B- It helps with implementing CTI for installed and browser-based client integrations.

C- It provides administrative and management capabilities for CCMM resources.

D- It allows an SDK for developers to design custom Computer Telephony Integration (CTI) applications.

Answer:

A

Explanation:

210_04.01_Planning_and_Engineering_November_2012.pdf

Question 2

Question Type: MultipleChoice

Multimedia skillsets must be defined in the Contact Center Manager Administration (CCMA) for multimedia routing to occur. Which multimedia prefix is used for an Outbound skillset?

Options:

A- IM_

B- EM_

C- OB_

D- VM_

Answer:

C

Question 3

Question Type: MultipleChoice

You need to launch the CCT Web Administration Client to perform administrative tasks. How do you access the CCT Web Administration Client?

Options:

A- On the CCMA Launchpad select: Configuration > Select the CCT server > click CCT Administration > Click the links.

B- Open a web browser and browse to Error! Hyperlink reference not valid., where <servername> is the name of the CCMS server.

C- On the Avaya Aura Contact Center (AACC) server click: Start > Avaya > Contact Center > Communication Control Toolkit > Ref Client.

D- On the System Control and Monitor utility > select the CCT tab > click Launch CCT Console button.

Answer:

A

Question 4

Question Type: MultipleChoice

Which component is used to add servers in Contact Center Manager Administration (CCMA)?

Options:

A- Configuration

B- Multimedia

C- Access and Partition Management

D- Contact Center Management

Answer:

A

Question 5

Question Type: **MultipleChoice**

When verifying the Communication Control Toolkit (CCT) server was added during installation to the configuration page of the Contact Center Manager Administration (CCMA), which server is associated with the CCT server?

Options:

A- Contact Center Multimedia (CCMM)

B- License Manager

C- Contact Center Manager Administration (CCMA)

D- Contact Center Manager Server (CCMS)

Answer:

A

Question 6

Question Type: MultipleChoice

Which server type can be configured under Server Settings in the Contact Center Multimedia Administration tool?

Options:

A- Inbound Mail License Server

B- Inbound Mail Server

C- Inbound Mail Manager Server

D- Inbound Mail Application Server

Answer:

B

Question 7

Question Type: MultipleChoice

Which section under the Agent Desktop Configuration would allow Agent Desktop to move to the front upon arrival of a new contact?

Options:

A- New Contact Presentation

B- Hot Desking

C- Logoff Terminal State

D- Maximum Open Duration

Answer:

A

Question 8

Question Type: MultipleChoice

Multimedia skillsets must be defined in the Contact Center Manager Administration (CCMA) for multimedia routing to occur. Which multimedia prefix is used for the Web Communications skillset?

Options:

A- WC_

B- VI_

C- PO_

D- SM_

Answer:

D

Question 9

Question Type: MultipleChoice

You have been asked to generate outbound and multimedia reports based on data stored within the Contact Center Multimedia (CCMM) database. You must also access multimedia data sources through the Report Creation Wizard for reporting customization. The CCMM server has been added through the Contact Center Manager Administration (CCMA). Which additional step is required to complete this task?

Options:

A- Assign the CCMM server as a reporting server for the Contact Center Manager Server (CCMS).

B- Add the Communication Control Toolkit (CCT) server through the CCMA.

C- Add the Microsoft Exchange server through the CCMA.

D- Assign the CCT server as a reporting server for the CCMS.

Answer:

A

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