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Question 1

Question Type: MultipleChoice

During the Avaya Aura Contact Center Agent Desktop installation the CCT Log Level was set to Off. Which page allows you to change the CCT Log Level settings if a configuration mistake was made during installation?

Options:

- A- Agent Desktop Configuration, General Settings, Advanced Settings
- B- Agent Desktop Configuration, General Settings
- C- Agent Desktop Configuration, User Settings
- D- Agent Desktop Configuration, Resources

Answer:

A

Question 2

Question Type: MultipleChoice

During the design of the Outbound Campaign, the administrator chooses between two types of dialing. Which two types of dialing options are available when designing the Outbound Campaign? (Choose two.)

Options:

- A- Preview dialing
- B- Progressive dialing
- C- Predictive dialing
- D- Predetermined dialing

Answer:

A, C

Question 3

Question Type: MultipleChoice

Multimedia skillsets must be defined in the Contact Center Manager Administration (CCMA) for multimedia routing to occur. Which name convention differentiates multimedia skillsets from voice skillsets?

Options:

- A- A multimedia suffix is added to the skillset name.
- B- A multimedia prefix is added to the skillset name.
- C- A multimedia disposition code is added to the skillset.
- D- Multimedia is added to the skillset name.

Answer:

C

Question 4

Question Type: MultipleChoice

When configuring Contact Center Multimedia (CCMM) Email routing, you can create user-defined rules to determine how the email contact will be routed. Which three routing options can be applied? (Choose three.)

Options:

- A- the Skillset the Email was sent to (skillset groups)

- B-** who the Email was sent from (sender groups)
- C-** when the Email was received (office hours)
- D-** what priority the Email was sent with (priority groups)
- E-** specific characters, words or phrases in the Email message (keywords)

Answer:

B, C, E

Question 5

Question Type: MultipleChoice

When handling Contact Center Multimedia (CCMM) Email contact, which component logs on to the outbound mailboxes on the Email server and sends out messages such as Auto-acknowledgements, Auto-replies, or Agent composed replies?

Options:

- A-** the Outbound Campaign Management Tool
- B-** the Outbound Message Handler

C- the Inbound Message Handler

D- the Rules Engine

Answer:

A

Question 6

Question Type: MultipleChoice

Which three components of Email Manager work together to retrieve, determine routing, and respond to email messages sent to the contact center? (Choose three.)

Options:

A- The External Message Handler

B- Open Queue Engine

C- The Outbound Message Handler

D- The Rules Engine

E- The Inbound Message Handler

F- The Inbound Mail Handler

Answer:

B, E, F

Question 7

Question Type: MultipleChoice

Which type of dialing is it when the outbound call is made automatically after presentation to the agent?

Options:

A- Progressive dialing

B- Predetermined dialing

C- Predictive dialing

D- Preview dialing

Answer:

C

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