

6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

The customer wants to implement a Contact Center Multimedia (CCMM) to support a multimedia environment. Which two digit function server types could be used for the multimedia architecture? (Choose two).

- A. FTP server
- B. Corporate E-mail server
- C. Corporate Web server
- D. Terminal server

Correct Answer: BC

QUESTION 2

Which statement about Contact Center Multimedia is true?

- A. It allows SDK for developers to refine Computer Telephony Integration (CTI) applications
- B. It allows supervisors and contact center administrators to manage multimedia traffic
- C. It helps with implementing CTI for installs and browser based web integration
- D. It is used to administer the server and to monitor contact center performance using a browser based interface

Correct Answer: B

QUESTION 3

A technician needs to install a Contact Center Multimedia (CCMM) that is a standalone application on a customer supplied server. The Contact Center must be able to support between 600 and 1000 multimedia agents. Which CPU is recommended for this installation?

- A. 2 x Intel Pentium IV 1.8 GHz
- B. 1 x Intel Celeron 2.0 GHz
- C. 2 x Intel Itanium (IA 64) 2.8 GHz
- D. 2 x Intel Quad-Core Xeon 3.0 GHz

Correct Answer: D

QUESTION 4

The technician needs to install an Avaya Aura Contact center in a co-resident configuration to support a contact center with less than 200 agents or less than 12000 calls per hour. The Contact Center Support Multimedia Outbound and Universal Networking. The co-resident applications link through Contact Center Manager Server, License Manager, Contact Center Manager infrastructure, Communication Control Toolkit, Contact Center Multimedia, Server Utility and Avaya Media Server. For this installation, what is the drive letter and size of the hard disk partition required for the Avaya Aura Contact Center application?

- A. C:\ and 60 GB
- B. D:\ and 80 GB
- C. E:\ and 120 GB
- D. F:\ and 300 GB

Correct Answer: B

QUESTION 5

What describes the installation of an Avaya Aura Agent Desktop (AAD) with the use of Microsoft's .NET framework?

- A. Click Once Deployment technology
- B. A URL installation
- C. A web browser installation
- D. An application installation

Correct Answer: A

QUESTION 6

A new install of Contact Center Multimedia (CCMM) is configured properly and is operational. The technician wants to perform a backup of the CCMM database. Which tool is used to perform the backup?

- A. Database Maintenance utility
- B. RefClient
- C. High Availability
- D. Data export utility

Correct Answer: A

QUESTION 7

Open Queue is part of what Communication Control Toolkit subcomponent?

- A. JAVA API
- B. Advanced Scripting
- C. Lite Communication Control Toolkit API
- D. Contact Management Framework

Correct Answer: D

QUESTION 8

A technician has installed Communication Control Toolkit (CCT). Which three elements are added to the event viewer? (Choose three)

- A. NCCT Call Log
- B. NCCT Security
- C. NCCT Audit Log
- D. NCCT Error Log
- E. NCCT System Log

Correct Answer: BCD

QUESTION 9

It is recommended that third-party software not be installed on a Communication Control Toolkit (CCT) server because untested third-party software compromises the system performance. What is an exception to this rule?

- A. Screen savers
- B. Microsoft Office suite
- C. Antivirus software
- D. Disk compression utilities

Correct Answer: C

QUESTION 10

A technician needs to install Avaya Aura Contact Center Communication Control Toolkit (CCT) in a standalone

application on a customer supplied server that has 4GB RAM installed. Which action should be taken?

- A. Accept the server because the RAM provided meets the recommended minimum
- B. Inform the customer that the minimum recommended RAM for this installation is 6 GB
- C. Inform the customer that the minimum recommended RAM for this installation is 8 GB
- D. Use the Capacity Assessment Tool (Cap Tool) to verify that the 4GB RAM provided with the server meets the contact center capacity requirements

Correct Answer: D

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