6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

A customer has multiple Contact Center Manager Server (CCMS) servers which arefinetworked and operate as a single distributed contact center. Which component manages the Network Skill-based Routing configuration and communication between the servers?

A. Network Contact Center

B. Network Capacity Center

C. Network Control Center

D. Network Communication Center

Correct Answer: C

QUESTION 2

A customer is using Contact Center Multimedia (CCMM) to provide web services for integrating with their Contact Center. They have three domains, one contains Contact Manager Server (CCMS), one contains Communication Control Toolkit (CCT) and one contains Avaya Aura Agent Desktop (AAAD). Which two statements describe the conditions that are required? (Choose two).

A. The AAAD domain must have a two-way trust relationship with CCMM domain

B. The CCT domain must have a two-way trust relationship with both the CCMM and the AAAD domains

C. The CCMM domain must have a two-way trust relationship with both the CCT and the AAAD domains

D. The CCT and CCMM servers must be in a different domain to the AAAD users

Correct Answer: BC

QUESTION 3

A technician is installing a Contact Center Multimedia for a Contact Center installation. Which statement about the minimum requirement for a network connection is true?

A. No connections arefineeded

B. One connection is needed

C. Two connections arefineeded, with one connection on the ELAN subnet

D. Three connections arefineeded, with one connection on the ELAN subnet, and one connection for the server subnet

Correct Answer: A

QUESTION 4

A technician is preparing to do his partitioning on a co-resident Contact Center Manager Server (CCMS). All database drives must be partitioned in what size increments?

A. 1 GB

B. 2 GB

C. 3 GB

D. 4 GB

Correct Answer: A

QUESTION 5

When verifying the Contact Center Multimedia (CCMM) installation, how would you verify the multimedia database?

A. Browse to http:///csp/multimedia/ws.Contact.cls and verify the Web Service ws.Contact Web Page

B. Ensure that the CCMM services are running

C. Open the Database Maintenance utility and select "verify database"

D. Use the Reference Client to send and receive a Multimedia type contact

Correct Answer: A

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