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# 6209<sup>Q&As</sup>

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Avaya Aura Contact Center CCT and Multimedia Implementation

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**QUESTION 1**

A technician is configuring a Windows 2008 operating system for a co-resident Avaya Aura Contact Center installation which will be deployed in a Windows domain. Which two rules apply to the server name? (Choose two)

A. Use (_) or (-) allowed within any part of the name

B. The total length of name is not to be more than 26 characters

C. The computer name must be unique on the domain

D. The NetBIOS name must match to the computer name

Correct Answer: CD

**QUESTION 2**

A technician has installed Contact Center Multimedia (CCMM) in the contact center and will use Avaya Aura Agent Desktop (AAAD) to respond to customer e-mail contacts. Which three e-mail features are available in the AAAD? (Choose three).

A. Address book

B. Voting buttons

C. Expires after setting

D. Suggested responses

E. Autosignature

Correct Answer: ADE

**QUESTION 3**

A customer with Contact Center Multimedia (CCMM) installed needs to create, modify and monitor outbound campaigns. Which CCMM tool, accessed from the Contact Center Management Administration (CCMA) application can provide this functionality?

A. The Multimedia Contact manager

B. The Contact Center Multimedia Administrator

C. The E-mail Manager

D. The Outbound Campaign management Tool

Correct Answer: D

**QUESTION 4**

The routing rules in Contact Center Multimedia (CCMM) make several complex decisions to decide the handling and routing of the multimedia contacts. What are three things that refer to the routing rules? (Choose three).

A. KeyWord Group

B. Priority

C. ToAddress

D. FromAddress

E. Skillset

Correct Answer: ACD

**QUESTION 5**

You have installed Communication Control Toolkit (CCT) and need to add the CCT server in the Contact Center Administration (CCMA) web interface and associate it to a Contact Center Manager Server (CCMS). After adding the CCT server, you are unable to associate it with the CCMS, what is a problem with this installation?

A. No CCT users have been created

B. The CCT server does not have valid licenses

C. The CCT server has not been added in CCMA

D. Open Queue has not been enabled on the CCMS

Correct Answer: D