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Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

When adding the Contact Center Multimedia (CCMM) server to the configuration pages of Contact Center Manager Administration (CCMA), what username and password must be supplied to the server to register?

A. Sysadmin, __avaya

B. Administrator, "server password"

C. Webadmin, webadmin

D. mmReport, mmRep

Correct Answer: D

QUESTION 2

Which service contains the inbound message handler (IMH) component?

A. Contact Center Multimedia (CCMM) License Service

B. CCMM Campaign Scheduler Service

C. CCMM E-mail Manager Service

D. CCMM Starter Service

Correct Answer: B

QUESTION 3

A technician has completed a Communication Control Toolkit (CCT) installation. What post install task must be undertaken in order to prevent undesirable issues which may interfere with normal operation of the contact center?

A. Disable TCP port

B. Disable Simple Network Management Protocol

C. Disable the Secure Access Link

D. Disable Java Runtime Environment updates

Correct Answer: D

QUESTION 4

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 5

Windows 2008 enables the firewall if connected to a domain. What does Avaya recommend to ensure client server connectivity?

A. Add the Communication Control Toolkit (CCT) portal to the Windows 2008 firewall exception list

B. Import the Avaya Aura Contact Center firewall security policy

C. Disable the firewall

D. Disable the anti-virus software that is installed

Correct Answer: B

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