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Avaya Aura Contact Center CCT and Multimedia Implementation

Avaya 6209

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Topic Break Down

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QUESTION NO: 1

A technician has installed Communication Control Toolkit (CCT) and wants to import Windows users from the customer's network. In order to import Windows domain users into the CCT database, what two criteria must exist between the CCT server and the Windows

Domain Controller? (Choose two).

A. The users are local users on the Communication Control Toolkit server

B. The Windows users are in the same domain as the Communication Control Toolkit server

C. A two-way trust relationship is configured between the Windows users' domain and the Communication Control Toolkit server's domain.

D. The Windows users are in a separate and untrusted domain from the Communication Control Toolkit server

ANSWER: B C

Explanation:

Windows-domain user import relies on CCT being able to query and authenticate against Active Directory using the CCT server's domain context. The Windows users are in the same domain as the Communication Control Toolkit server provides the direct domain relationship required for CCT to locate the directory, resolve user identities, and retrieve the user information needed for its database. This arrangement also ensures that the CCT host can use domain authentication rather than relying on machine-local accounts.

A two-way trust relationship is configured between the Windows users' domain and the Communication Control Toolkit server's domain is required when the users reside in a different domain. A two-way trust permits authentication and directory access in both directions, allowing the CCT domain and the user domain to recognize each other's security principals. This allows CCT to enumerate and import users while maintaining domain-based authentication and authorization. Proper DNS name resolution and appropriate directory permissions must also be available so that the configured trust can be used successfully during the import operation.

These requirements follow the Active Directory trust model used by domain-integrated applications. See Microsoft's Active Directory Domain Services documentation and the Avaya Support portal for product documentation and implementation materials.

QUESTION NO: 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

ANSWER: B

Explanation:

"It allows supervisors and contact center administrators to manage multimedia traffic" is correct. Avaya Aura Contact Center Multimedia extends contact-center handling beyond voice by supporting digital customer interactions, such as email and web chat, and routing those interactions to appropriately skilled agents. Its administration and supervisory functions enable the contact center to configure, monitor, and manage multimedia workflows, queues, agent availability, routing treatment, and the overall handling of multimedia contacts. This is important because multimedia work must be managed as part of the same operational environment as other contact-center work, allowing supervisors to maintain service levels and balance agent workload across contact types.

In practice, authorized contact-center personnel use the multimedia management capabilities to control how incoming digital contacts enter the system and how they are distributed, while supervisors can oversee the traffic and agent activity associated with those contacts. This aligns with Avaya Aura Contact Center's role as a multichannel customer-engagement platform and with Avaya's product description of capabilities for managing customer interactions across channels. See Avaya Aura Contact Center and the Avaya Documentation Portal for product and implementation documentation.

QUESTION NO: 3

A customer can receive inbound e-mail contacts in Contact Center Multimedia (CCMM), but agent replies remain in the outbound message queue and are not sent to the corporate SMTP server. Which component is responsible for processing outbound e-mail messages?

A. Inbound Message Handler (IMH)

B. Outbound Message Handler (OMH)

C. Multimedia Contact Manager Client

D. CCMM License Service

ANSWER: B

Explanation:

Outbound Message Handler (OMH) is correct because it processes outbound e-mail messages created when an agent sends a response through the CCMM e-mail workflow. OMH uses the configured outbound SMTP connection to submit the message to the corporate e-mail system for delivery. The Inbound Message Handler retrieves incoming messages, whereas OMH handles the outbound transmission path. Consult the release-specific CCMM administration documentation through the Avaya Documentation Portal.

QUESTION NO: 4

A customer is planning an email channel for Contact Center Multimedia (CCMM). Which two protocol roles are correctly matched to the CCMM email workflow? (Choose two.)

A. POP3 retrieves inbound messages from the mailbox

B. SMTP sends outbound email messages

C. IMH is the protocol used to relay outgoing email

D. OMH is the protocol used to retrieve mailbox messages

E. Open Queue is the protocol used to send email replies

ANSWER: A B

Explanation:

POP3 is used by the Inbound Message Handler to retrieve messages from a supported inbound mailbox, while **SMTP** is used to send agent replies and other outbound email messages. These protocols have distinct functions in the email workflow: POP3 retrieves messages from the mailbox and SMTP submits or relays outgoing messages. IMH and OMH are CCMM message-handling components, not email transport protocols. The Internet Engineering Task Force describes SMTP in RFC 5321. Avaya Contact Center Multimedia configuration documentation is available through the Avaya Documentation Portal.

QUESTION NO: 5

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

ANSWER: A D E

Explanation:

Avaya Aura Agent Desktop provides several productivity features for agents handling Contact Center Multimedia email contacts. **Address book** is available to help an agent select and insert recipient email addresses accurately, which is particularly useful when composing replies that require additional recipients. **Suggested responses** supports faster, more consistent handling by allowing the agent to select predefined response text appropriate to the customer's enquiry. This capability helps contact centers standardize common communications while reducing the time required to draft repetitive messages. **Autosignature** is also an email feature, enabling a configured signature to be appended automatically to an agent's outgoing correspondence. Together, these functions improve email accuracy, consistency, and handling efficiency while preserving the agent's ability to tailor the final response to the individual customer interaction. These features are part of the multimedia email handling experience documented for Avaya Aura Contact Center and its agent desktop clients. Consult Avaya's official Support site for the applicable Aura Contact Center documentation, software release notes, and agent desktop guides. Product documentation is also available through the Avaya Documentation Portal.

QUESTION NO: 6

A technician is installing a Contact Center Multimedia (CCMM) on a standalone server platform. The PVI Check utility returns a warning of a system readiness check problem.

Which statement about warnings in the system readiness checks warning is true?

A. The software installation stops the problem and must be corrected before proceeding B. The software installation stops and before proceeding, a step must be chosen from each warning screen as long as potential impact to confirmation that Contact Center is undisturbed

B. The software installation stops and the PVI check utility must be rerun until all warnings are cleared

C. The warnings can be ignored as long as the potential impact to the operation of the Contact Center is understood and not deemed to be applicable for the specific installation

ANSWER: C

Explanation:

The warnings can be ignored as long as the potential impact to the operation of the Contact Center is understood and not deemed to be applicable for the specific installation

is correct. The Pre-Installation Validator (PVI) performs readiness checks to identify conditions that could affect an Avaya Aura Contact Center installation or its future operation. A warning does not necessarily indicate a blocking installation failure. Instead, it requires the installer to review the reported condition, understand the stated operational risk, and determine whether that risk applies to the particular standalone CCMM deployment. For example, a warning can relate to an environmental, configuration, or optional-component condition that is not used in the intended design. When the condition is confirmed as not applicable, installation can proceed with the warning acknowledged. This approach supports a practical deployment process while ensuring that readiness-check output is consciously assessed rather than dismissed without review. The technician should document the assessment and ensure that proceeding does not compromise the planned Contact Center service, supportability, or required functionality. Avaya documentation and release-specific installation

materials should always be consulted because PVI checks and their applicability can vary by Contact Center release and server configuration. See the Avaya Documentation portal and Avaya Support for the applicable Aura Contact Center installation documentation.

QUESTION NO: 7

A customer has created an outbound campaign in Contact Center Multimedia (CCMM). The campaign contacts have been generated successfully and must now be offered to agents using Contact Center Manager Server (CCMS) routing. Which interface is used by CCMM to present the contacts to CCMS?

A. Open Queue

B. NCCT DAL

C. CCMA Reporting Server

D. Database Maintenance utility

ANSWER: A

Explanation:

Open Queue is correct because CCMM uses Open Queue to present generated outbound campaign contacts to Contact Center Manager Server. CCMS can then apply its configured routing and deliver the work to eligible agents. The CCMM database stores campaign information and creates the contact records, but it is not itself the CCMS routing interface. CCT provides communication-control functions and CCMA provides administration functions. Avaya documentation for Contact Center Multimedia and Open Queue integration is available through the Avaya Support portal and the Avaya Documentation Portal.