



920-166

(Contact Center Multimedia Rls. 6.0)

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Question: 1

An Open Queue interface is available to allow Contact Center - Multimedia and third-party applications to route multimedia contacts to agents using the existing scripting and skill set routing features available for calls. The Open Queue is an application supported by which API?

- A. Avaya
- B. Communication Control Toolkit
- C. Contact Manager Framework
- D. Meridian 1 PBX/Communication Server 1000

Answer: C

Question: 2

Company.com has installed Communication Control Toolkit (CCT) Rls.6.0. They have several Programs already on their system. Which two programs can co-reside with CCT? (Choose two.)

- A. Communication Server 1000/Meridian 1
- B. Contact Center - Multimedia
- C. Media Processor Server 3.0
- D. Contact Center Manager Utility

Answer: C, D

Question: 3

The Full Communication Control Toolkit Application Programming Interface (API) allows for the implementation of two abstract layers. What are the two abstract layers? (Choose two.)

- A. Graphical Communication Control Toolkit API
- B. Graphical Interface Communication Control Toolbar API
- C. Textual Communication Control Toolkit API
- D. Lite Communication Control Toolkit API

Answer: A, D

Question: 4

You want to provide Network Skill-based Routing between all switch types supported by Contact Center - Release 6.0. Which feature license must be activated?

- A. E-mail Agent
- B. Outbound
- C. Open Networking

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D. Open Queue

Answer: C

Question: 5

You are beginning the installation of the Contact Center Manager Server. What is the first step?

- A. Run setup.exe from the installation directory.
- B. Copy the SU for the Contact Center Manager to installation.
- C. Read the readme file for the Contact Center Manager before installation.
- D. Copy the SU for the Contact Center Manager to installation.

Contact Center Manager

Copy the SU for the Contact Center Manager to installation.

Read the readme file for the Contact Center Manager before installation.

Answer: C

Question: 6

E-mail server contact information for the Message Handler (IM) can be configured through the IM configuration page. Which of the following can be configured through this page?

- A. number of e-mail messages to be processed
- B. the time between e-mail messages
- C. moving window for e-mail messages
- D. email message group

Using the Inbound Message Handler (IM) configuration page, which of the following can be configured through this page?

moving window for e-mail messages

Answer: A, B

Question: 7

You need to install the Contact Center Manager Server. Which of the following is the correct sequence of steps?

the correct sequence of steps is:

- A. 1,2,3,4
- B. 4,2,1,3
- C. 4,1,2,3
- D. 2,4,3,1

1. Install the Contact Center Manager Server.
 2. Install the Contact Center Manager Client.
 3. Install the Contact Center Manager Agent.
 4. Install the Contact Center Manager Console.

Answer: B