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3302

Avaya

Avaya Contact Center Control Manager Implementation and Maintenance

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QUESTION: 1

What are three advantages of the Audit Server? (Choose three.)

- A. the ability to rollback the CM administration
- B. the ability to restart the License, Provisioning, and Synchronizer services in Windows in event of a failure
- C. the ability to schedule delayed saves during maintenance hours
- D. ability to provide a Security Firewall to Avaya Contact Center Control Manager (ACCCM)
- E. auditing to a single field level
- F. unlimited database entries

Answer: A, E, F

QUESTION: 2

You have installed Avaya Contact Center Control Manager (ACCCM) and you need to synchronize with the Communication Manager (CM) for the first time. Which statement is true regarding the Synchronizer?

- A. The synchronizer can be used for initial data migration only.
- B. Only the initial synchronization will be done through the Web interface.
- C. The Synchronizer can only be used as a sync service that synchronizes information on a daily basis.
- D. Only the initial synchronization will be done from the Synchronizer windows application.

Answer: C

QUESTION: 3

A customer is installing Avaya Contact Center Control Manager (ACCCM) with two locations and two Communication Managers (CM). The customer requires that the ACCCM controls the number ranges that are allowed to be configured for extensions on each CM. Location 1 will be allowed extensions 1000-1999, and Location 2 will be allowed extensions 2000-2999. Using ACCCM, how can this be configured?

- A. Add two dial plans in ACCCM. Dial Plan 1 would be configured for Extensions Range 1000-1999, Range Management enabled. Dial Plan 2 would be configured for Extensions Range 2000-2999, Range Management enabled. Dial Plan 1 is assigned to Location 1 and Dial Plan 2 is assigned to Location 2.
- B. Add two dial plans in ACCCM. Dial Plan 1 would be configured for Extensions Range 1000-1999, In Range enabled. Dial (Man A would be configured for Extensions

Range 2000-2999, In Range cabled. Dial Plan 1 is assigned to Location 1 and Dial Plan 2 is assigned to Location 2.

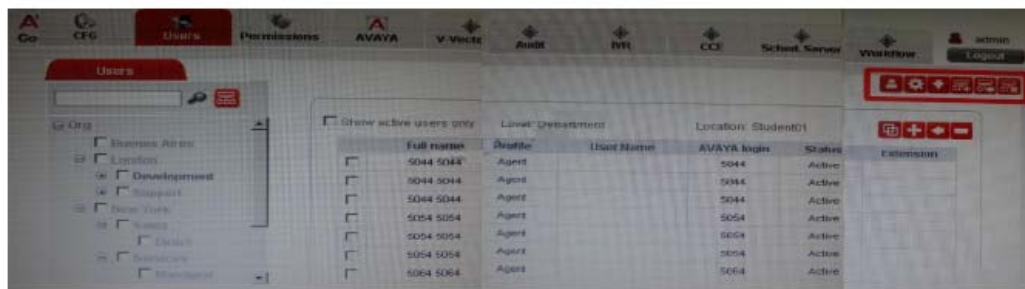
C. Add one dial plan in ACCCM. The Dial Plan would be configured for Extensions Range 1000-2999, Range Management enabled. The Dial Plan is assigned to Location 1 and to Location 2.

D. Add one dial plan in ACCCM. The Dial Plan would be configured for Extensions Range 1000-2999, In Range enabled. The Dial Plan is assigned to Location 1 and to Location 2.

Answer: B

QUESTION: 4

The Avaya Contact Center Control Manager (ACCCM) Web UI is responsible for the ACCCM Admin Web interface. There are multiple functional buttons and action bars available on each tab. The exhibit depicts the Users tab. What is the section outlined in red in the illustration?



- A. Main details area
- B. Organization Chart action bar
- C. Quick Search
- D. User/agent action bar

Answer: D

QUESTION: 5

A customer plans to integrate Avaya Contact Center Control Manager (ACCCM) with Active Directory. Which statement describes the ACCCM requirement that is mandatory for connectivity?

- A. The ACCCM server must be a member of the domain or a trusted domain.
- B. The LDAP Port must be 636.
- C. Provisioning server must run with Administrative Domain Account.

D. Windows server must be 2008 R2 64-bit.

Answer: A

QUESTION: 6

A customer has logged into the Avaya Contact Center Control Manager (ACCCM) system web interface multiple times. After closing and reentering the application multiple times, a message is received that there are "no licenses available". How can this problem be resolved?

- A. Restart the Licensing server.
- B. Restart the Import service.
- C. Restart the Provisioning server.
- D. Restart the Synchronizer service.

Answer: A

QUESTION: 7

A customer has deployed Avaya Contact Center Control Manager (ACCCM) with an Avaya Call Management System (CMS) solution. They would like to give their agents the ability to change their skill assignments without breaking the user permission level. How would you best match the key capabilities that the customer requires?

- A. Allow agents to change their skill assignments.
- B. Assign agents into an extension group.
- C. Assign agents into ACCCM virtual groups.
- D. Assign agents into organization chart teams.

Answer: C

QUESTION: 8

When integrating Avaya Contact Center Control Manager (ACCCM) with Avaya Quality Monitoring, it is necessary to create a login ID for the Quality Monitoring Database. Which database role membership must be selected when creating the user?

- A. witness_user_role
- B. db_owner
- C. db_securityadmin
- D. db_datawriter

Answer: B

QUESTION: 9

A customer with global services has installed Avaya Contact Center Control Manager (ACCCM). They would like to be able to add object names in local languages for their non-English sites. Which statement supports the customer's needs?

- A. Enter the language in the Language field that displays for each object.
- B. Select the language in the ACCCM userInterface Language Meld for each location.
- C. Enable Support Local Language in the System Parameters.
- D. Check all of the required languages in the System Language field drop down box during installation

Answer: C

QUESTION: 10

You are installing the Avaya Contact Center Control Manager (ACCCM) software for a standard solution. The software will be installed on a supported server with a supported Windows 2008 operating system. The customer is not using one-X Agent Administration, nor do they need access to the Visual Phone website from within the ACCCM server. Which is an installation prerequisite?

- A. .NET Framework 4.0
- B. Microsoft IIS
- C. Microsoft MVC
- D. Microsoft Silverlight

Answer: B

QUESTION: 11

A customer has deployed Avaya Contact Center Control Manager (ACCCM) with an Avaya Communication Manager (CM) solution. They would like to give their users the ability to change the button assignments on that desk telephones directly from their Web browser. Which application matches the key capabilities that the customer requires?

- A. Call Flow Management
- B. CM Extensions Management
- C. Interactive Voice Response (IVR) Self-Service
- D. Visual Phone



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