



Vendor: Avaya

Exam Code: 3302

Exam Name: Avaya Contact Center Control Manager
Implementation and Maintenance Exam

Version: DEMO

QUESTION 1

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

Answer: D

QUESTION 2

The customer has installed Avaya Contact Center Control Manager (ACCCM) and will be using ACCCM to manage their Avaya IQ servers. The customer requires that a separate user be used for the integration with IQ. Which current account must the new account have the equivalent permissions as?

- A. craft
- B. sroot
- C. admin
- D. avaya

Answer: D

QUESTION 3

You are configuring an Avaya Contact Center Control Manager (ACCCM) solution for a customer. One of the first components to be provisioned is the Location. In general, which three elements are configured to a Location? (Choose three.)

- A. ACCCM Dial plans
- B. Administrators
- C. Organization Hierarchy sites
- D. OrganizationHierarchy teams
- E. Products

Answer: ABC

QUESTION 4

A customer with Avaya Contact Center Control Manager (ACCCM) would like for their administrator to assign specific extensions to each employee. However, when the administrator tries to configure the extensions, ACCCM is automatically assigning numbers according to the dialing plan that has been provisioned.

Which change needs to be made to allow the administrator to manually assign numbers for the employee's extensions?

- A. Check the 'Do Not Sync' box in the Dialing Plan tab.
- B. Delete the dialing plan extension numbers in the Range fields of the Dialing Plan tab.
- C. Enable the ACCCM In Range feature in the Dialing Plan tab.

D. Disable the ACCCM Range Management feature in the Dialing Plan tab.

Answer: C

QUESTION 5

A customer plans to deploy an Avaya Contact Center Control Manager (ACCCM) solution with an Avaya Aura Contact Center (AACC) integration. How many licenses are required to meet the customer's needs?

- A. One
- B. Two
- C. Three
- D. Four

Answer: A

QUESTION 6

A customer has deployed Avaya Contact Center Control Manager (ACCCM) with Visual Phone capabilities. The administrator is trying to access the Visual Phone application to manage user's extension. However when the administrator launches the edit extension page, the View Visual Phone button does not appear. Which statement describes how to resolve the customer's problem?

- A. The administrator must have access to the Standalone Application for the Visual Phone in ACCCM to see the View Visual Phone button.
- B. The administrator must first find the user in the Userstab to access the Visual Phone button.
- C. The View Visual Phone button is located in the Visual Phone tab of the ACCCM administrator window.
- D. The administrator must have Visual Phone permissions in ACCCM to see the View Visual Phone button.

Answer: D

QUESTION 7

Which two databases are created by default for the Avaya Contact Center Control Manager (ACCCM)?

- A. ACCCM
- B. ACCCM one-X
- C. ACCCM Sync
- D. ACCCM AVP
- E. ACCCM Importer

Answer: AC

QUESTION 8

In a customer environment for Avaya Contact Center Control Manager (ACCCM), you must define the client requirements. Which browser(s) are supported by ACCCM?

- A. Google Chrome 4.1
- B. Internet Explorer 6,7 and 8
- C. Mozilla Firefox3.6 with IEView Add on
- D. InternetExplorer7, 8and 9

Answer: D

QUESTION 9

You have just been asked to install Microsoft Internet Information Server (IIS) for an Avaya Contact Center Control Manager (ACCCM) installation. Which Microsoft Manager allows you to install this on a 2008 R2 server?

- A. ComputerManager
- B. Server Manager
- C. Control Panel
- D. Administrative Tools

Answer: B

QUESTION 10

A corporation wants to improve customer satisfaction. A key concern is to provide the ability to upload/add/delete and change announcements and music on hold while their customers are waiting. Which Avaya Contact Center Control Manager (ACCCM) feature matches the key capabilities that the customer requires?

- A. Call Flow Management
- B. Communication Manager Extensions Management
- C. IVK Sell Service
- D. Multi tenancy Management

Answer: A

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