



# 6211<sup>Q&As</sup>

Avaya Aura Contact Center Multimedia Implementation Exam

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### QUESTION 1

When handling Contact Center Multimedia (CCMM) Email contact, which component logs on to the outbound mailboxes on the Email server and sends out messages such as Auto-acknowledgements, Auto-replies, or Agent composed replies?

- A. the Outbound Campaign Management Tool
- B. the Outbound Message Handler
- C. the Inbound Message Handler
- D. the Rules Engine

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101059085>

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### QUESTION 2

Which tool is used to create cleanup rules and scheduled tasks in Contact Center Multimedia (CCMM)?

- A. Contact Center Database Maintenance Utility
- B. Control Utility
- C. CCMM Data Management
- D. System Control and Monitor Utility

Correct Answer: C

### QUESTION 3

Which tool displays the status counts for each multimedia contact type?

- A. Contact Center Database Dashboard
- B. Multimedia Data Management
- C. Multimedia Dashboard
- D. Contact Center Database Maintenance

Correct Answer: B

Reference: <https://downloads.avaya.com/css/P8/documents/101059089> (114)

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#### QUESTION 4

A user is assigning a skillset to a call while creating a new outbound campaign. What is the result if the skillset field is left blank?

- A. The campaign stops functioning.
- B. The campaign will not be created.
- C. The campaign will not receive data.
- D. The campaign will receive calls but no agent is assigned.

Correct Answer: D

Reference: <https://downloads.avaya.com/css/P8/documents/101059059>

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#### QUESTION 5

You need to install Avaya Agent Desktop (AAD) on an Agent's desktop computer. Which URL location will you enter to access the AAD Web page to start the AAD installation?

- A. <http://agentdesktop> where is the server name or IP Address of the Contact Center Manager Server (CCMS)
- B. <http://agentdesktop> where is the server name or IP Address of the Avaya Aura® Application Enablement Server
- C. <http://agentdesktop> where is the server name or IP Address of the Contact Center Multimedia (CCMM) Server
- D. <https://support.avaya.com> web site

Correct Answer: D

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