



6211^{Q&As}

Avaya Aura Contact Center Multimedia Implementation Exam

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QUESTION 1

After adding and configuring the Contact Center Multimedia (CCMM) server, additional reports are available to you based on information stored within the CCMM server database. Which two new report types are now available for report creation under the Public Report Template folder? (Choose two.)

- A. Configuration Reports
- B. Call-by-Call Reports
- C. Multimedia Reports
- D. Agent Performance Reports
- E. Outbound Reports
- F. Contact Summary Reports

Correct Answer: CE

QUESTION 2

Which Avaya Aura® Contact Center component requires the Communication Control Toolkit and Contact Center Multimedia components?

- A. Avaya Agent Desktop
- B. Contact Center Manager Server
- C. Contact Center Manager Administration
- D. Session Initiation Protocol

Correct Answer: B

QUESTION 3

Where are all agents used in the Avaya Aura® Contact Center POM integration administered?

- A. Avaya IQ
- B. Avaya Aura® Experience Portal
- C. Avaya Proactive Outreach Manager
- D. Contact Center Manager Administration



Correct Answer: C

QUESTION 4

A Contact Center Supervisor is creating an outbound campaign. Where is the outbound campaign loaded?

- A. It is loaded on external database.
- B. It is loaded on the Communication Control Toolkit (CCT) database where it creates contacts and presents them to CCMS via Open Queue.
- C. It is loaded on the Contact Center Manager Server (CCMS) database where it creates contacts and presents them to the CCMS via Open Queue.
- D. It is loaded on the Contact Center Multimedia (CCMM) server database where it creates contacts and presents them to CCMS via Open Queue.

Correct Answer: D

Reference: <https://downloads.avaya.com/css/P8/documents/100093170>

QUESTION 5

A Contact Center Agent provisioned for Multimedia contacts has forgotten their password. Which Contact Center Multimedia (CCMM) Administration screen contains the function to reset the Agent's password?

- A. General Settings
- B. Agent Settings
- C. Server Settings D. Skillset Settings

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/100093197> (428)

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