



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

Avaya Aura Contact Center Multimedia Implementation Exam

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### QUESTION 1

Which Orchestration Designer intrinsic is used for Multimedia contacts?

- A. CONTACT TYPE
- B. QUIT
- C. LOG
- D. WAIT

Correct Answer: A

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### QUESTION 2

The Data Import and Export tool is used to import bulk resources from the Windows network into the CCT database. Which file types are used to export resource configuration data from the Windows network for data analysis?

- A. Single standard XML file or flattened XML file
- B. Single standard HTML file or flattened HTML file
- C. Single standard CSV file or flattened CSV file
- D. Single standard XSD file or flattened XSD file

Correct Answer: A

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### QUESTION 3

During contact handling, agents can create a callback to a customer. Where are the Agent Desktop callback minimum and maximum timers configured?

- A. Agent Desktop Configuration, Default Closed Reasons
- B. Agent Desktop Configuration, General Settings
- C. Agent Desktop Configuration, Resources
- D. Agent Desktop Configuration, User Settings

Correct Answer: D

Reference: <https://downloads.avaya.com/css/P8/documents/101017384>

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#### QUESTION 4

A customer with Contact Center Multimedia (CCMM) needs to create, modify, and monitor outbound campaigns. Which CCMM tool, accessed from the Contact Center Manager Administration (CCMA) application, provides this functionality?

- A. the Outbound Campaign Management Tool
- B. the CCMA
- C. the Multimedia Contact Manager
- D. the E-mail Manager

Correct Answer: A

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#### 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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