

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

Avaya Aura Contact Center Multimedia Implementation Exam

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#### **QUESTION 1**

You have installed the Avaya Aura® Contact Center software and you are now preparing to test the software connections. What are two functions of the Reference Client? (Choose two.)

- A. Testing CTI connections
- B. Making phone calls
- C. Testing SIP connections
- D. Transferring phone calls

Correct Answer: BD

#### **QUESTION 2**

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

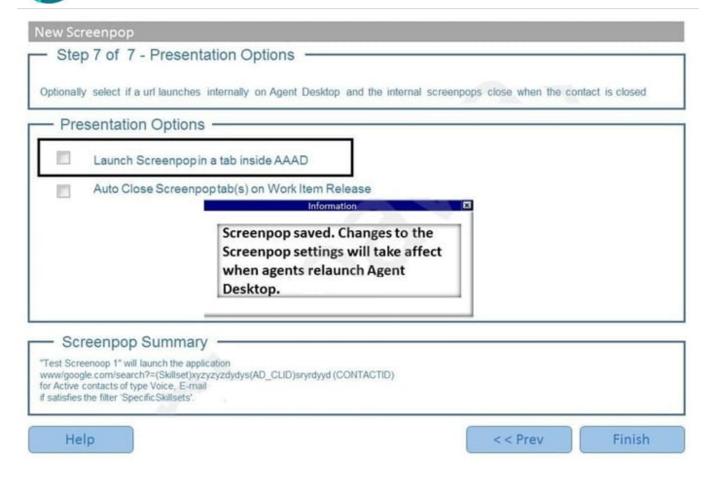
Correct Answer: B

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

#### **QUESTION 3**

Refer to the exhibit. You are creating an Advanced Screenpop in the wizard and have configured where the screenpop will launch (highlighted in the box). Where will the screenpop launch as shown in the exhibit?

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- A. Launch the screenpop internally in the tab of the Agent Desktop
- B. Launch the screenpop externally on the user\\'s browser
- C. Launch the screenpop externally in the agent\\'s Conferencing software
- D. Launch the screenpop internally in the initial screen of the Agent Desktop

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/101059073

#### **QUESTION 4**

Refer to the exhibit. An agent is using the Agent Desktop to take contacts from the SIP contact center and during the call the agent clicks on the double page icon (highlighted in the box). What agent desktop feature is the agent accessing when they click on the double page icon?





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- A. Getting workitem status
- B. Transferring the call
- C. Accessing the address book
- D. Copy the calling number from the workitem

Correct Answer: C

#### **QUESTION 5**

In a Voice and Multimedia Contact Center, incoming email messages are read from the Email server, processed using email rules, and are stored in a multimedia database. Which component, installed on Contact Center Multimedia (CCMM), connects to the Email server at regular intervals to access configured mailboxes?

- A. the Multimedia Administrator
- B. the Email Manager
- C. the Multimedia Database
- D. the Outbound Campaign Management Tool

Correct Answer: B

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