



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

Avaya Aura Contact Center Multimedia Implementation Exam

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### QUESTION 1

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 2

Multimedia skillsets must be defined in the Contact Center Manager Administration (CCMA) for multimedia routing to occur. Which name convention differentiates multimedia skillsets from voice skillsets?

- A. A multimedia suffix is added to the skillset name.
- B. A multimedia prefix is added to the skillset name.
- C. A multimedia disposition code is added to the skillset.
- D. Multimedia is added to the skillset name.

Correct Answer: C

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### QUESTION 3

Which Avaya Aura® Contact Center component is the application agents used to handle voice and non-voice contacts?

- A. Contact Center Multimedia (CCMM)
- B. Avaya Agent Desktop (AAD)
- C. Contact Center Manager Server (CCMS)
- D. Contact Center Manager Administration (CCMA)

Correct Answer: C

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#### QUESTION 4

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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#### QUESTION 5

Agents will use Disposition Codes after closing an outbound contact. For which purpose is a disposition code used by agents?

- A. To record the dialing of an outbound call
- B. To record the state of an outbound call
- C. To answer an outbound call
- D. To end the outbound call

Correct Answer: D

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