



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

Avaya Aura Contact Center Multimedia Implementation Exam

**Pass Avaya 6211 Exam with 100% Guarantee**

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.geekcert.com/6211.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by Avaya  
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





### 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?



New Screenpop

Step 7 of 7 - Presentation Options

Optionally select if a url launches internally on Agent Desktop and the internal screenpops close when the contact is closed

Presentation Options

- Launch Screenpop in a tab inside AAAD
- Auto Close Screenpop tab(s) on Work Item Release

Information

Screenpop saved. Changes to the Screenpop settings will take affect when agents relaunch Agent Desktop.

Screenpop Summary

"Test Screenoop 1" will launch the application `www/google.com/search?=(Skillset)xyzyzyzdydys(AD_CLID)sryrddy(CONTACTID)` for Active contacts of type Voice, E-mail if satisfies the filter 'SpecificSkillsets'.

Help << Prev Finish

- 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?





- 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

[6211 VCE Dumps](#)

[6211 Practice Test](#)

[6211 Exam Questions](#)