



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

Avaya Aura Contact Center Multimedia Implementation Exam

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### QUESTION 1

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>

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### QUESTION 2

Which service contains the Inbound Message Handler (IMH) component?

- A. Contact Center Multimedia (CCMM) License Service
- B. Contact Center Multimedia (CCMM) Campaign Scheduler Service
- C. Contact Center Multimedia (CCMM) E-mail Manager Service
- D. Contact Center Multimedia (CCMM) Starter Service

Correct Answer: C

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### QUESTION 3

When analyzing life cycle of a Web Chat contact in Avaya Aura® Contact Center:

Step 1 states the Contact Center Multimedia receives contacts from the External Web server through the Contact Center Multimedia Web services,

Step 2 states that the Web services provide a Java API that enables contacts to be written into the Contact Center Multimedia database, retrieved from the database, and have their status queried.

What is Step 3 in the life cycle of a Web Chat contact in Avaya Aura® Contact Center?

- A. Customized Web pages, displays to the customer.



B. A set of sample pages is distributed with Contact Center Multimedia to provide Java Server Pages (JSP) script examples of how a Web server can access the Web services.

C. Customized Web pages, with customized look and feel, and business logic must be created by the customer.

D. The External Web server determines the skillset and priority assigned to the contact.

Correct Answer: B

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#### QUESTION 4

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

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#### QUESTION 5

You need to install Avaya Agent Desktop (AAD) on an Agent's desktop computer. Which URL location will you enter to access the AAD Web page to start the AAD installation?

A. <http://agentdesktop> where is the server name or IP Address of the Contact Center Manager Server (CCMS)

B. <http://agentdesktop> where is the server name or IP Address of the Avaya Aura® Application Enablement Server

C. <http://agentdesktop> where is the server name or IP Address of the Contact Center Multimedia (CCMM) Server

D. <https://support.avaya.com> web site

Correct Answer: D

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#### QUESTION 6

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 7

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 8

Where is the administration of outbound campaigns and management of dialing lists performed?

- A. Contact Center Multimedia Server
- B. Avaya Aura® Contact Center
- C. Avaya Proactive Outreach Manager
- D. Avaya Aura® Media Server



Correct Answer: B

Reference: <https://downloads.avaya.com/css/P8/documents/100172957>

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#### QUESTION 9

Which template would you assign to an Inbound skillset so it can be monitored by the POMBlending Service?

- A. POM Template
- B. Blending Template
- C. Agent Template
- D. Skillset Template

Correct Answer: D

Reference: <https://downloads.avaya.com/css/P8/documents/101017355> (27)

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#### QUESTION 10

Which component is used to add servers in Contact Center Manager Administration (CCMA)?

- A. Configuration
- B. Multimedia
- C. Access and Partition Management
- D. Contact Center Management

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101017434>

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