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Vendor:Avaya

Exam Code:6211

Exam Name:Avaya Aura Contact Center Multimedia
Implementation Exam

Version:Demo

QUESTION 1

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

QUESTION 2

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>

QUESTION 3

You are adding an agent in Contact Center Manager Administration (CCMA) Contact Center Management. How do you add a corresponding user to the Communication Control Toolkit (CCT) as the agent is added to the Contact Center Manager Server (CCMS) database?

- A. Enter the SIP address of the agent phoneset in the Voice URI field.
- B. Select the "Enable CTI for this agent" option.
- C. Select the "Create CCT agent" option.
- D. Set the agent user type to "Supervisor/Agent".

Correct Answer: D

Reference: <https://downloads.avaya.com/css/P8/documents/101017374>

QUESTION 4

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>

QUESTION 5

When analyzing life cycle of an outbound contact in Avaya Aura® Contact Center:

Step 1 shows outbound campaigns are created in the OCMT and loaded into the CCMM database

Step 2 states that each call in the outbound campaign triggers a '\\contact arrived\\' message.

What is Step 3 in the life cycle of an outbound contact in Avaya Aura® Contact Center?

- A. Customer details are retrieved for the agent using Web services.
- B. The newly-arrived contact is created and directed to an application using the Open Queue.
- C. The contact is presented to the agent using the Avaya Agent Desktop.
- D. The Contact Center application (scripting) determines how to route the contact, or in this case, present to which agent.

Correct Answer: B

Reference: <https://downloads.avaya.com/css/P8/documents/101059089>

QUESTION 6

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

QUESTION 7

Which Avaya Aura® Contact Center component expands the contact center to manage internet-based contacts such as email and Web communications?

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

Correct Answer: C

QUESTION 8

Which Communication Control Toolkit server software component is used to import bulk resources from the Windows server into the CCT database?

- A. CCT Console
- B. CCT Trace Control
- C. CCT Reference Client
- D. CCT API

Correct Answer: A

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

QUESTION 9

When performing an immediate backup in the Contact Center Database Maintenance utility, which application is the only one that is not selected by default?

- A. ????
- B. CCMS
- C. ADMIN
- D. Offline

Correct Answer: B

Reference: <https://downloads.avaya.com/css/P8/documents/100141967>

QUESTION 10

Which component manages the states of contacts, agents, terminals, and addresses used for assigning contacts?

- A. CCT Client Applications
- B. Contact Management Framework (CMF)
- C. CCT API
- D. SIP Connector

Correct Answer: B

QUESTION 11

Which type of dialing is it when the outbound call is made automatically after presentation to the agent?

- A. Progressive dialing
- B. Predetermined dialing
- C. Predictive dialing
- D. Preview dialing

Correct Answer: C

QUESTION 12

When verifying the Communication Control Toolkit (CCT) server was added during installation to the configuration page of the Contact Center Manager Administration (CCMA), which server is associated with the CCT server?

- A. Contact Center Multimedia (CCMM)
- B. License Manager
- C. Contact Center Manager Administration (CCMA)
- D. Contact Center Manager Server (CCMS)

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/100178607>