

6211^{Q&As}

Avaya Aura Contact Center Multimedia Implementation Exam

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QUESTION 1

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 2

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

QUESTION 3

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 4

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

QUESTION 5

Users of the Outbound Campaign Management Tool require access rights to the Outbound component. Which component within the Center Manager Administration would the user be assigned Launchpad

option access?

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

Correct Answer: A

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

A customer wants to implement a Voice and Multimedia Contact Center. In addition to the Avaya Aura® Contact Center (AACC) server, which two functional server types can be integrated into the Voice and Multimedia Contact Center architecture? (Choose two.)

- A. Terminal server
- B. Corporate Web server
- C. Corporate Email server
- D. FTP server

Correct Answer: BD

QUESTION 8

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

QUESTION 9

When creating an Advanced Screenpops in the wizard you choose a screenpop launch event. What are the two launch event options? (Choose two.)

- A. Call setup
- B. Dialing
- C. Active
- D. Alerting

Correct Answer: CD

QUESTION 10

Which Orchestration Designer intrinsic is used for Multimedia contacts?

- A. CONTACT TYPE
- B. QUIT
- C. LOG
- D. WAIT

Correct Answer: A

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