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QUESTION 1

What is defined for Agent Blending skillsets to decide when agents transition from Outbound to Inbound and when agents are returned to Outbound activities?

A. Route Point

B. Call Presentation Class

C. Script

D. Thresholds

Correct Answer: B

QUESTION 2

A user is assigning a skillset to a call while creating a new outbound campaign. What is the result if the skillset field is left blank?

A. The campaign stops functioning.

B. The campaign will not be created.

C. The campaign will not receive data.

D. The campaign will receive calls but no agent is assigned.

Correct Answer: D

Reference: https://downloads.avaya.com/css/P8/documents/101059059

QUESTION 3

Which three components of Email Manager work together to retrieve, determine routing, and respond to email messages sent to the contact center? (Choose three.)

A. The External Message Handler

B. Open Queue Engine

C. The Outbound Message Handler

D. The Rules Engine

E. The Inbounad Message Handler F. The Inbound Mail Handler

Correct Answer: BEF

QUESTION 4

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

QUESTION 5

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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