6211 Q&As

Avaya Aura Contact Center Multimedia Implementation Exam

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QUESTION 1

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 2

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 3

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 4

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 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

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