

6211^{Q&As}

Avaya Aura Contact Center Multimedia Implementation Exam

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QUESTION 1

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 2

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 3

You need to launch the CCT Web Administration Client to perform administrative tasks. How do you access the CCT Web Administration Client?

- A. On the CCMA Launchpad select: Configuration > Select the CCT server > click CCT Administration > Click the links.
- B. Open a web browser and browse to <http://CCTConsole>, where is the name of the CCMS server.
- C. On the Avaya Aura® Contact Center (AACC) server click: Start > Avaya > Contact Center > Communication Control Toolkit > Ref Client.

D. On the System Control and Monitor utility > select the CCT tab > click Launch CCT Console button.

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101017333>

QUESTION 4

During the Avaya Aura® Contact Center Agent Desktop installation the CCT Log Level was set to Off. Which page allows you to change the CCT Log Level settings if a configuration mistake was made during installation?

- A. Agent Desktop Configuration, General Settings, Advanced Settings
- B. Agent Desktop Configuration, General Settings
- C. Agent Desktop Configuration, User Settings
- D. Agent Desktop Configuration, Resources

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/100142076>

QUESTION 5

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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