

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

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 3

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 4

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 5

A Contact Center Agent provisioned for Multimedia contacts has forgotten their password. Which Contact Center Multimedia (CCMM) Administration screen contains the function to reset the Agent's password?

- A. General Settings
- B. Agent Settings
- C. Server Settings
- D. Skillset Settings

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/100093197> (428)

QUESTION 6

Where are all agents used in the Avaya Aura® Contact Center POM integration administered?

- A. Avaya IQ
- B. Avaya Aura® Experience Portal
- C. Avaya Proactive Outreach Manager
- D. Contact Center Manager Administration

Correct Answer: C

QUESTION 7

Which Orchestration Designer Call Processing commands may be used in an application designed for Outbound

contact routing?

- A. GIVE IVR
- B. QUEUE TO SKILLSET
- C. GIVE RAN
- D. GIVE MUSIC

Correct Answer: A

QUESTION 8

Which server type can be configured under Server Settings in the Contact Center Multimedia Administration tool?

- A. Inbound Mail License Server
- B. Inbound Mail Server
- C. Inbound Mail Manager Server
- D. Inbound Mail Application Server

Correct Answer: B

QUESTION 9

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 10

The Data Import and Export tool is used to import bulk resources from the Windows network into the CCT database.

Which file types are used to export resource configuration data from the Windows network for data analysis?

- A. Single standard XML file or flattened XML file
- B. Single standard HTML file or flattened HTML file
- C. Single standard CSV file or flattened CSV file
- D. Single standard XSD file or flattened XSD file

Correct Answer: A

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