

6211^{Q&As}

Avaya Aura Contact Center Multimedia Implementation Exam

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QUESTION 1

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 2

When handling Contact Center Multimedia (CCMM) Email contact, which component logs on to the outbound mailboxes on the Email server and sends out messages such as Auto-acknowledgements, Auto-replies, or Agent composed replies?

- A. the Outbound Campaign Management Tool
- B. the Outbound Message Handler
- C. the Inbound Message Handler
- D. the Rules Engine

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101059085>

QUESTION 3

When verifying the Communication Control Toolkit (CCT) server was added during installation to the configuration page of the Contact Center Manager Administration (CCMA), which server is associated with the CCT server?

- A. Contact Center Multimedia (CCMM)
- B. License Manager
- C. Contact Center Manager Administration (CCMA)
- D. Contact Center Manager Server (CCMS)

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/100178607>

QUESTION 4

When you installed the Contact Center software, a set of default or sample applications are installed. Which are two of the three default or sample applications? (Choose two.)

- A. ContactFlow
- B. Primary
- C. Secondary
- D. MultimediaFlow

Correct Answer: BD

QUESTION 5

Which Avaya Aura® Contact Center component is the application agents used to handle voice and non-voice contacts?

- A. Contact Center Multimedia (CCMM)
- B. Avaya Agent Desktop (AAD)
- C. Contact Center Manager Server (CCMS)
- D. Contact Center Manager Administration (CCMA)

Correct Answer: C

QUESTION 6

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 7

A Contact Center Supervisor is creating an outbound campaign. Where is the outbound campaign loaded?

- A. It is loaded on external database.
- B. It is loaded on the Communication Control Toolkit (CCT) database where it creates contacts and presents them to CCMS via Open Queue.
- C. It is loaded on the Contact Center Manager Server (CCMS) database where it creates contacts and presents them to the CCMS via Open Queue.
- D. It is loaded on the Contact Center Multimedia (CCMM) server database where it creates contacts and presents them to CCMS via Open Queue.

Correct Answer: D

Reference: <https://downloads.avaya.com/css/P8/documents/100093170>

QUESTION 8

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 9

Which Avaya Aura® Contact Center component manages all media processing for the contact center including playing messages and collecting DTMF digits?

- A. Avaya Aura® Media Server (AAMS)
- B. Contact Center Manager Server (CCMS)
- C. SIP
- D. Communication Control Toolkit (CCT)

Correct Answer: A

QUESTION 10

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

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