

6211^{Q&As}

Avaya Aura Contact Center Multimedia Implementation Exam

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QUESTION 1

When configuring Contact Center Multimedia (CCMM) Email routing, you can create user-defined rules to determine how the email contact will be routed. Which three routing options can be applied? (Choose three.)

- A. the Skillset the Email was sent to (skillset groups)
- B. who the Email was sent from (sender groups)
- C. when the Email was received (office hours)
- D. what priority the Email was sent with (priority groups)
- E. specific characters, words or phrases in the Email message (keywords)

Correct Answer: BCE

QUESTION 2

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 3

You want to perform a backup of the Contact Center database. Which tool do you use to perform the backup?

- A. Database Maintenance utility
- B. RefClient
- C. High Availability
- D. Data export utility

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/100141967#:~:text=Backup%>

20informationandtext=You%20can%20use%20the%20Database,and%20Contact%20Center%20Multimedia%20servers

QUESTION 4

Which Avaya Aura® Contact Center component requires the Communication Control Toolkit and Contact Center Multimedia components?

- A. Avaya Agent Desktop
- B. Contact Center Manager Server
- C. Contact Center Manager Administration
- D. Session Initiation Protocol

Correct Answer: B

QUESTION 5

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

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