

6211^{Q&As}

Avaya Aura Contact Center Multimedia Implementation Exam

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QUESTION 1

What is required when configuring an Email skillset in the Contact Center Multimedia Administration Tool?

- A. the assignment of a route point for each email skillset
- B. the assignment of a script for each email skillset
- C. the assignment of a vector for each email skillset
- D. the assignment of an open queue for each email skillset

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101017374>

QUESTION 2

Multimedia skillsets must be defined in the Contact Center Manager Administration (CCMA) for multimedia routing to occur. Which multimedia prefix is used for the Web Communications skillset?

- A. WC_
- B. VI_
- C. PO_
- D. SM_

Correct Answer: D

QUESTION 3

You have launched the Contact Center Multimedia (CCMM) Administration utility. Which three settings can be configured on the CCMM Administration General Administration page? (Choose three.)

- A. Web Comms
- B. Agent
- C. Skillset
- D. Server
- E. Email

Correct Answer: BCD

QUESTION 4

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 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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