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6211 Exam

Avaya Aura Contact Center Multimedia Implementation

Questions & Answers
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Version: 4.0

Question: 1

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

Answer: C

Reference: https://downloads.avaya.com/css/P8/documents/101058499

Question: 2

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

Answer: B

Reference: https://downloads.avaya.com/css/P8/documents/100172957

Question: 3

Which template would you assign to an Inbound skillset so it can be monitored by the POMBlending Service?

A. POM Template
B. Blending Template
C. Agent Template
D. Skillset Template

Answer: D

Reference: https://downloads.avaya.com/css/P8/documents/101017355 (27)

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Question: 4

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)

Answer: C

Reference: https://downloads.avaya.com/css/P8/documents/101059089 (36)

Question: 5

What is defined for Agent Blending skillsets to decide when agents transition from Outbound to Inbound and when agents are returned to Outbound activities?

A. Route Point
B. Call Presentation Class
C. Script
D. Thresholds

Answer: B

Reference: https://downloads.avaya.com/css/P8/documents/101017355 (35)

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