

# 6211<sup>Q&As</sup>

Avaya Aura Contact Center Multimedia Implementation Exam

## Pass Avaya 6211 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass2lead.com/6211.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by Avaya  
Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers



**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**

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>

---

**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

During contact handling, agents can create a callback to a customer. Where are the Agent Desktop callback minimum and maximum timers configured?

- A. Agent Desktop Configuration, Default Closed Reasons
- B. Agent Desktop Configuration, General Settings
- C. Agent Desktop Configuration, Resources
- D. Agent Desktop Configuration, User Settings

Correct Answer: D

Reference: <https://downloads.avaya.com/css/P8/documents/101017384>

---

#### QUESTION 5

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

[6211 PDF Dumps](#)

[6211 Exam Questions](#)

[6211 Braindumps](#)