6211^{Q&As}

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

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 2

Which Avaya Aura® Contact Center component is a core component that connects to a PBX to collect incoming voice contacts, provide intelligent queuing, and collect historical data?

A. Contact Center Manager Administration (CCMA)

B. Avaya Agent Desktop (AAD)

C. Contact Center Multimedia (CCMM)

D. Contact Center Manager Server (CCMS)

Correct Answer: D

Reference: https://downloads.avaya.com/css/P8/documents/100167782 (111)

QUESTION 3

Multimedia skillsets must be defined in the Contact Center Manager Administration (CCMA) for multimedia routing to occur. Which name convention differentiates multimedia skillsets from voice skillsets?

A. A multimedia suffix is added to the skillset name.

B. A multimedia prefix is added to the skillset name.

C. A multimedia disposition code is added to the skillset.

D. Multimedia is added to the skillset name.

Correct Answer: C

QUESTION 4

Which statement about the web-based Contact Center Multimedia (CCMM) Multimedia Administration client is true?

A. It is used to administer Avaya Aura® Agent Desktop (AAAD) and to monitor Agent performance using a browser-based interface.

B. It helps with implementing CTI for installed and browser-based client integrations.

C. It provides administrative and management capabilities for CCMM resources.

D. It allows an SDK for developers to design custom Computer Telephony Integration (CTI) applications.

Correct Answer: A

Reference: https://support.avaya.com/public/downloadFile.jsp?file=/resources/sites/AVAYA/content/live/
SOLUTIONS/220000/SOLN220899/en_US/NN44400210_04.01_Planning_and_Engineering_November_2012.pdf

QUESTION 5

Which type of dialing is it when the outbound call is made automatically after presentation to the agent?

A. Progressive dialing

B. Predetermined dialing

C. Predictive dialing

D. Preview dialing

Correct Answer: C

Latest 6211 Dumps   6211 VCE Dumps   6211 Exam Questions