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Avaya Aura Contact Center Multimedia Implementation Exam

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QUESTION 1

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

Correct Answer: B

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

Which component is used to add servers in Contact Center Manager Administration (CCMA)?

A. Configuration

B. Multimedia

C. Access and Partition Management

D. Contact Center Management

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/101017434

QUESTION 4

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

A. IM_

B. EM_

C. OB_

D. VM_

Correct Answer: C

QUESTION 5

In a Voice and Multimedia Contact Center, incoming email messages are read from the Email server, processed using email rules, and are stored in a multimedia database. Which component, installed on Contact Center Multimedia (CCMM), connects to the Email server at regular intervals to access configured mailboxes?

A. the Multimedia Administrator

B. the Email Manager

C. the Multimedia Database

D. the Outbound Campaign Management Tool

Correct Answer: B

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