



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

Avaya Aura Contact Center Multimedia Implementation Exam

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### QUESTION 1

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)

Correct Answer: C

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### QUESTION 2

Which Avaya Aura® Contact Center component requires the Communication Control Toolkit and Contact Center Multimedia components?

- A. Avaya Agent Desktop
- B. Contact Center Manager Server
- C. Contact Center Manager Administration
- D. Session Initiation Protocol

Correct Answer: B

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### QUESTION 3

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

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#### QUESTION 4

A customer wants to implement a Voice and Multimedia Contact Center. In addition to the Avaya Aura® Contact Center (AACC) server, which two functional server types can be integrated into the Voice and Multimedia Contact Center architecture? (Choose two.)

- A. Terminal server
- B. Corporate Web server
- C. Corporate Email server
- D. FTP server

Correct Answer: BD

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#### QUESTION 5

You have installed an Avaya Aura® Contact Center (AACC) system with Communication Control Toolkit (CCT) and Contact Center Multimedia (CCMM). Which component is responsible for pushing the non-voice contacts to Avaya Aura® Agent Desktop?

- A. ????
- B. CCMS
- C. CCT
- D. C?MA

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101061121>

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