



6211^{Q&As}

Avaya Aura Contact Center Multimedia Implementation Exam

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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

Correct Answer: C

QUESTION 2

You have installed the Avaya Aura® Contact Center software and you are now preparing to test the software connections. What are two functions of the Reference Client? (Choose two.)

- A. Testing CTI connections
- B. Making phone calls
- C. Testing SIP connections
- D. Transferring phone calls

Correct Answer: BD

QUESTION 3

When creating an Advanced Screenpops in the wizard you choose a screenpop launch event. What are the two launch event options? (Choose two.)

- A. Call setup
- B. Dialing
- C. Active
- D. Alerting

Correct Answer: CD



QUESTION 4

During the design of the Outbound Campaign, the administrator chooses between two types of dialing. Which two types of dialing options are available when designing the Outbound Campaign? (Choose two.)

- A. Preview dialing
- B. Progressive dialing
- C. Predictive dialing
- D. Predetermined dialing

Correct Answer: AC

QUESTION 5

Refer to the exhibit. You are creating an Advanced Screenpop in the wizard and have configured where the screenpop will launch (highlighted in the box). Where will the screenpop launch as shown in the exhibit?

New Screenpop

Step 7 of 7 - Presentation Options

Optionally select if a url launches internally on Agent Desktop and the internal screenpops close when the contact is closed

Presentation Options

- Launch Screenpop in a tab inside AAAD
- Auto Close Screenpop tab(s) on Work Item Release

Information

Screenpop saved. Changes to the Screenpop settings will take affect when agents relaunch Agent Desktop.

Screenpop Summary

"Test Screenoop 1" will launch the application
www.google.com/search?=(Skillset)xyzyzyzdydys(AD_CLID)sryrddy (CONTACTID)
for Active contacts of type Voice, E-mail
if satisfies the filter 'SpecificSkillsets'.

Help << Prev Finish

- A. Launch the screenpop internally in the tab of the Agent Desktop
- B. Launch the screenpop externally on the user's browser



C. Launch the screenpop externally in the agent\\'s Conferencing software

D. Launch the screenpop internally in the initial screen of the Agent Desktop

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101059073>

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