



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

Avaya Aura Contact Center Multimedia Implementation Exam

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### QUESTION 1

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 2

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

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### QUESTION 3

Which three components of Email Manager work together to retrieve, determine routing, and respond to email messages sent to the contact center? (Choose three.)

- A. The External Message Handler
- B. Open Queue Engine
- C. The Outbound Message Handler
- D. The Rules Engine
- E. The Inbound Message Handler
- F. The Inbound Mail Handler

Correct Answer: BEF

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Reference: <https://downloads.avaya.com/css/P8/documents/101059027>

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#### QUESTION 4

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

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#### QUESTION 5

When handling Contact Center Multimedia (CCMM) Email contact, which component logs on to the outbound mailboxes on the Email server and sends out messages such as Auto-acknowledgements, Auto-replies, or Agent composed replies?

- A. the Outbound Campaign Management Tool
- B. the Outbound Message Handler
- C. the Inbound Message Handler
- D. the Rules Engine

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101059085>

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