



6211^{Q&As}

Avaya Aura Contact Center Multimedia Implementation Exam

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QUESTION 1

Which Avaya Aura® Contact Center component is required for Contact Center Multimedia deployment?

- A. API Server
- B. Agent Desktop
- C. SIP Connector
- D. Avaya Aura® Media Server

Correct Answer: D

QUESTION 2

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 3

After adding and configuring the Contact Center Multimedia (CCMM) server, additional reports are available to you based on information stored within the CCMM server database. Which two new report types are now available for report creation under the Public Report Template folder? (Choose two.)

- A. Configuration Reports
- B. Call-by-Call Reports
- C. Multimedia Reports
- D. Agent Performance Reports
- E. Outbound Reports
- F. Contact Summary Reports



Correct Answer: CE

QUESTION 4

Which template would you assign to an Inbound skillset so it can be monitored by the POMBlending Service?

- A. POM Template
- B. Blending Template
- C. Agent Template
- D. Skillset Template

Correct Answer: D

Reference: <https://downloads.avaya.com/css/P8/documents/101017355> (27)

QUESTION 5

A Contact Center Supervisor is creating an outbound campaign. Where is the outbound campaign loaded?

- A. It is loaded on external database.
- B. It is loaded on the Communication Control Toolkit (CCT) database where it creates contacts and presents them to CCMS via Open Queue.
- C. It is loaded on the Contact Center Manager Server (CCMS) database where it creates contacts and presents them to the CCMS via Open Queue.
- D. It is loaded on the Contact Center Multimedia (CCMM) server database where it creates contacts and presents them to CCMS via Open Queue.

Correct Answer: D

Reference: <https://downloads.avaya.com/css/P8/documents/100093170>

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