



6211^{Q&As}

Avaya Aura Contact Center Multimedia Implementation Exam

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**QUESTION 1**

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 2

Which Avaya Aura® Contact Center component is the application agents used to handle voice and non-voice contacts?

- A. Contact Center Multimedia (CCMM)
- B. Avaya Agent Desktop (AAD)
- C. Contact Center Manager Server (CCMS)
- D. Contact Center Manager Administration (CCMA)

Correct Answer: C

QUESTION 3

When configuring Contact Center Multimedia (CCMM) Email routing, you can create user-defined rules to determine how the email contact will be routed. Which three routing options can be applied? (Choose three.)

- A. the Skillset the Email was sent to (skillset groups)
- B. who the Email was sent from (sender groups)
- C. when the Email was received (office hours)
- D. what priority the Email was sent with (priority groups)
- E. specific characters, words or phrases in the Email message (keywords)

Correct Answer: BCE



QUESTION 4

Which statement about the web-based Contact Center Multimedia (CCMM) Multimedia Administration client is true?

- A. It is used to administer Avaya Aura® Agent Desktop (AAAD) and to monitor Agent performance using a browser-based interface.
- B. It helps with implementing CTI for installed and browser-based client integrations.
- C. It provides administrative and management capabilities for CCMM resources.
- D. It allows an SDK for developers to design custom Computer Telephony Integration (CTI) applications.

Correct Answer: A

Reference: https://support.avaya.com/public/downloadFile.jsp?file=/resources/sites/AVAYA/content/live/SOLUTIONS/220000/SOLN220899/en_US/NN44400210_04.01_Planning_and_Engineering_November_2012.pdf

QUESTION 5

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

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