



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

Avaya Aura Contact Center Multimedia Implementation Exam

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### QUESTION 1

A customer with Contact Center Multimedia (CCMM) needs to create, modify, and monitor outbound campaigns. Which CCMM tool, accessed from the Contact Center Manager Administration (CCMA) application, provides this functionality?

- A. the Outbound Campaign Management Tool
- B. the CCMA
- C. the Multimedia Contact Manager
- D. the E-mail Manager

Correct Answer: A

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### QUESTION 2

In a Web Chat, for which purpose are Web on Hold and Web on Hold URLs created?

- A. Treatments given to the customer while waiting for the agent to end the chat session
- B. Treatments given to the customer while waiting for the agent to join the chat session
- C. Treatments given to the customer while waiting for the agent to reply in an existing chat session
- D. Treatments given to the agent while waiting for the customer to join the chat session

Correct Answer: B

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### QUESTION 3

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

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#### QUESTION 4

When analyzing life cycle of an outbound contact in Avaya Aura® Contact Center:

Step 1 shows outbound campaigns are created in the OCMT and loaded into the CCMM database

Step 2 states that each call in the outbound campaign triggers a '\\contact arrived\\' message.

What is Step 3 in the life cycle of an outbound contact in Avaya Aura® Contact Center?

- A. Customer details are retrieved for the agent using Web services.
- B. The newly-arrived contact is created and directed to an application using the Open Queue.
- C. The contact is presented to the agent using the Avaya Agent Desktop.
- D. The Contact Center application (scripting) determines how to route the contact, or in this case, present to which agent.

Correct Answer: B

Reference: <https://downloads.avaya.com/css/P8/documents/101059089>

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#### QUESTION 5

Multimedia skillsets must be defined in the Contact Center Manager Administration (CCMA) for multimedia routing to occur. Which name convention differentiates multimedia skillsets from voice skillsets?

- A. A multimedia suffix is added to the skillset name.
- B. A multimedia prefix is added to the skillset name.
- C. A multimedia disposition code is added to the skillset.
- D. Multimedia is added to the skillset name.

Correct Answer: C

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