



6211^{Q&As}

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QUESTION 1

Which component is used to add servers in Contact Center Manager Administration (CCMA)?

- A. Configuration
- B. Multimedia
- C. Access and Partition Management
- D. Contact Center Management

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101017434>

QUESTION 2

Agents will use Disposition Codes after closing an outbound contact. For which purpose is a disposition code used by agents?

- A. To record the dialing of an outbound call
- B. To record the state of an outbound call
- C. To answer an outbound call
- D. To end the outbound call

Correct Answer: D

QUESTION 3

When performing an immediate backup in the Contact Center Database Maintenance utility, which application is the only one that is not selected by default?

- A. ????
- B. CCMS
- C. ADMIN
- D. Offline

Correct Answer: B

Reference: <https://downloads.avaya.com/css/P8/documents/100141967>



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

Which server type can be configured under Server Settings in the Contact Center Multimedia Administration tool?

- A. Inbound Mail License Server
- B. Inbound Mail Server
- C. Inbound Mail Manager Server
- D. Inbound Mail Application Server

Correct Answer: B

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