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Avaya 6211

Avaya Aura Contact Center Multimedia Implementation Exam

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Question: 1

Where are all agents used in the Avaya Aura® Contact Center POM integration administered?

- A. Avaya IQ
- B. Avaya Aura® Experience Portal
- C. Avaya Proactive Outreach Manager
- D. Contact Center Manager Administration

Answer: C

Reference: <https://downloads.avaya.com/css/P8/documents/101058499>

Question: 2

Where is the administration of outbound campaigns and management of dialing lists performed?

- A. Contact Center Multimedia Server
- B. Avaya Aura® Contact Center
- C. Avaya Proactive Outreach Manager
- D. Avaya Aura® Media Server

Answer: B

Reference: <https://downloads.avaya.com/css/P8/documents/100172957>

Question: 3

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

Answer: D

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

Question: 4

Which Avaya Aura® Contact Center component expands the contact center to manage internet-based contacts such as email and Web communications?

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

Answer: C

Reference: <https://downloads.avaya.com/css/P8/documents/101059089> (36)

Question: 5

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

Answer: B

Reference: <https://downloads.avaya.com/css/P8/documents/101017355> (35)



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