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Q&A

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Exam : **6211**

Title : Avaya Aura Contact Center
Multimedia Implementation
Exam

Version : DEMO

1.You are adding an agent in Contact Center Manager Administration (CCMA) Contact Center Management.

How do you add a corresponding user to the Communication Control Toolkit (CCT) as the agent is added to the Contact Center Manager Server (CCMS) database?

- A. Enter the SIP address of the agent phoneset in the Voice URI field.
- B. Select the "Enable CTI for this agent" option.
- C. Select the "Create CCT agent" option.
- D. Set the agent user type to "Supervisor/Agent".

Answer: D

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101017374>

2.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

Answer: A

Explanation:

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

3.You have installed an Avaya Aura® Contact Center (AACC) system with Communication Control Toolkit (CCT) and Contact Center Multimedia (CCMM).

Which component is responsible for pushing the non-voice contacts to Avaya Aura® Agent Desktop?

- A.
- B. CCMS
- C. CCT
- D. CMA

Answer: A

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101061121>

4.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

Answer: D

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101059089> (98)

5.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. AgentPerformance Reports
- E. Outbound Reports
- F. Contact Summary Reports

Answer: C,E