



6211^{Q&As}

Avaya Aura Contact Center Multimedia Implementation Exam

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QUESTION 1

Which Orchestration Designer intrinsic is used for Multimedia contacts?

- A. CONTACT TYPE
- B. QUIT
- C. LOG
- D. WAIT

Correct Answer: A

QUESTION 2

What is required when configuring an Email skillset in the Contact Center Multimedia Administration Tool?

- A. the assignment of a route point for each email skillset
- B. the assignment of a script for each email skillset
- C. the assignment of a vector for each email skillset
- D. the assignment of an open queue for each email skillset

Correct Answer: A

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

QUESTION 3

You want to perform a backup of the Contact Center database. Which tool do you use to perform the backup?

- A. Database Maintenance utility
- B. RefClient
- C. High Availability
- D. Data export utility

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/100141967#:~:text=Backup%20informationandtext=You%20can%20use%20the%20Database,and%20Contact%20Center%20Multimedia%20servers>



QUESTION 4

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 5

Which section under the Agent Desktop Configuration would allow Agent Desktop to move to the front upon arrival of a new contact?

- A. New Contact Presentation
- B. Hot Desking
- C. Logoff Terminal State
- D. Maximum Open Duration

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101017333> (56)

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