6211 Q&As

Avaya Aura Contact Center Multimedia Implementation Exam

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QUESTION 1

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 2

Which tool is used to create cleanup rules and scheduled tasks in Contact Center Multimedia (CCMM)?

A. Contact Center Database Maintenance Utility

B. Control Utility

C. CCMM Data Management

D. System Control and Monitor Utility

Correct Answer: C

QUESTION 3

The Data Import and Export tool is used to import bulk resources from the Windows network into the CCT database. Which file types are used to export resource configuration data from the Windows network for data analysis?

A. Single standard XML file or flattened XML file

B. Single standard HTML file or flattened HTML file

C. Single standard CSV file or flattened CSV file

D. Single standard XSD file or flattened XSD file

Correct Answer: A

QUESTION 4

During the design of the Outbound Campaign, the administrator chooses between two types of dialing. Which two types of dialing options are available when designing the Outbound Campaign? (Choose two.)

A. Preview dialing

B. Progressive dialing

C. Predictive dialing

D. Predetermined dialing

Correct Answer: AC

QUESTION 5

Multimedia skillsets must be defined in the Contact Center Manager Administration (CCMA) for multimedia routing to occur. Which multimedia prefix is used for the Web Communications skillset?

A. WC_

B. VI_

C. PO_

D. SM_

Correct Answer: D

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