



# 6211<sup>Q&As</sup>

Avaya Aura Contact Center Multimedia Implementation Exam

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### QUESTION 1

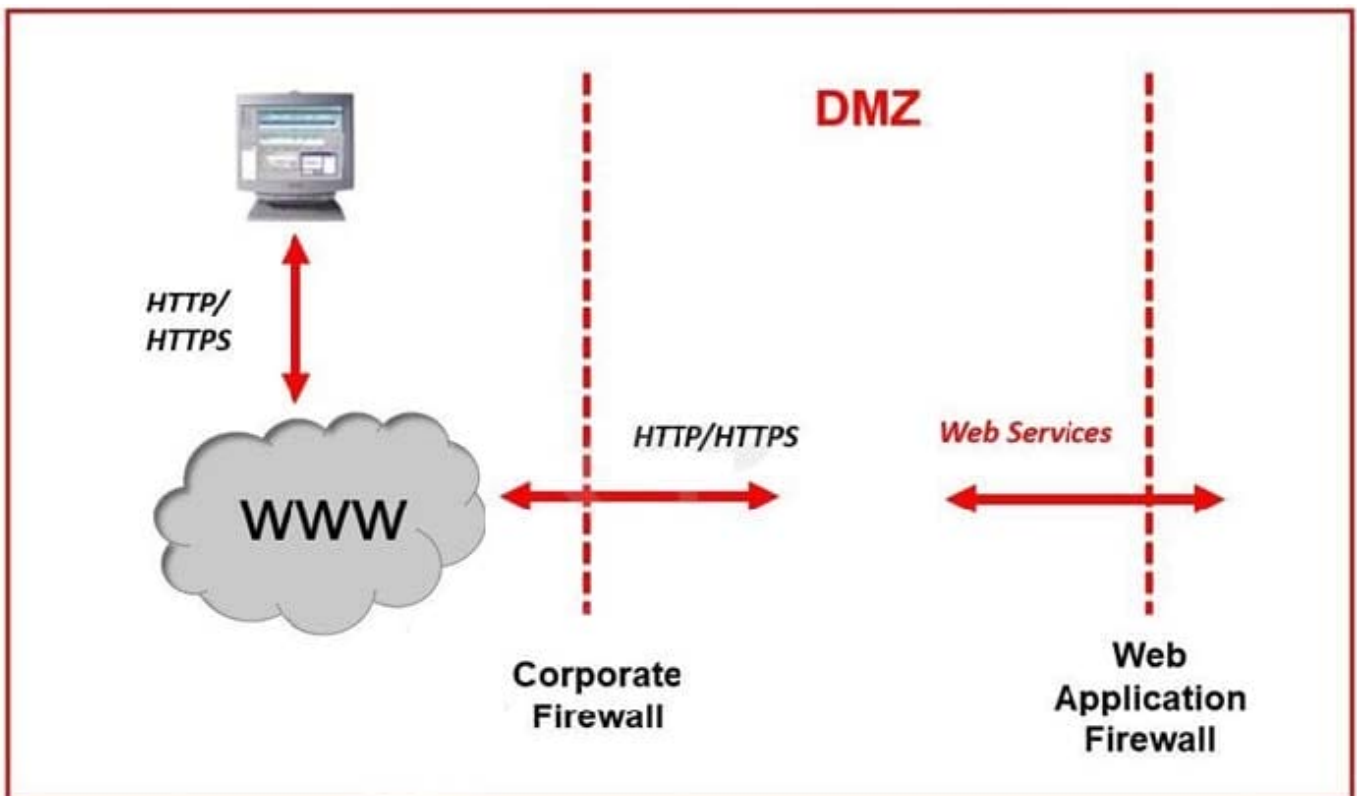
Multimedia skillsets must be defined in the Contact Center Manager Administration (CCMA) for multimedia routing to occur. Which multimedia prefix is used for the Web Communications skillset?

- A. WC\_
- B. VI\_
- C. PO\_
- D. SM\_

Correct Answer: D

### QUESTION 2

Refer to the exhibit. A customer is using Contact Center Multimedia (CCMM) to provide Web Services or integrating Web Chat with their Contact Center. They have created a DMZ to protect the Avaya Aura® Contact Center (AACC) server and the Corporate Web Server by deploying a Corporate Firewall and a Web Application Firewall. What is the recommended placement of the AACC Voice and Multimedia server in relation to the Corporate Web Server where the customer facing Web Chat Application resides?



A. Place the AACC Server inside the DMZ between the Corporate Firewall and the Web Application Firewall. Place the



Corporate Web Server inside the Web Application Firewall.

B. Place both the AACC Server and the Corporate Web Server outside of the Corporate Firewall.

C. Place both the AACC Server and the Corporate Web Server inside the DMZ between the Corporate Firewall and the Web Application Firewall.

D. Place the AACC Server inside of the Web Application Firewall. Place the Corporate Web Server inside the DMZ between the Corporate Firewall and the Web Application Firewall.

Correct Answer: A

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### QUESTION 3

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

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### QUESTION 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

Correct Answer: D

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### QUESTION 5



A Contact Center Supervisor is creating an outbound campaign. Where is the outbound campaign loaded?

- A. It is loaded on external database.
- B. It is loaded on the Communication Control Toolkit (CCT) database where it creates contacts and presents them to CCMS via Open Queue.
- C. It is loaded on the Contact Center Manager Server (CCMS) database where it creates contacts and presents them to the CCMS via Open Queue.
- D. It is loaded on the Contact Center Multimedia (CCMM) server database where it creates contacts and presents them to CCMS via Open Queue.

Correct Answer: D

Reference: <https://downloads.avaya.com/css/P8/documents/100093170>

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