



6211^{Q&As}

Avaya Aura Contact Center Multimedia Implementation Exam

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QUESTION 1

You have installed the Avaya Aura® Contact Center software and you are now preparing to test the software connections. What are two functions of the Reference Client? (Choose two.)

- A. Testing CTI connections
- B. Making phone calls
- C. Testing SIP connections
- D. Transferring phone calls

Correct Answer: BD

QUESTION 2

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)

QUESTION 3

Multimedia skillsets must be defined in the Contact Center Manager Administration (CCMA) for multimedia routing to occur. Which name convention differentiates multimedia skillsets from voice skillsets?

- A. A multimedia suffix is added to the skillset name.
- B. A multimedia prefix is added to the skillset name.
- C. A multimedia disposition code is added to the skillset.
- D. Multimedia is added to the skillset name.

Correct Answer: C



QUESTION 4

When verifying the Communication Control Toolkit (CCT) server was added during installation to the configuration page of the Contact Center Manager Administration (CCMA), which server is associated with the CCT server?

- A. Contact Center Multimedia (CCMM)
- B. License Manager
- C. Contact Center Manager Administration (CCMA)
- D. Contact Center Manager Server (CCMS)

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/100178607>

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

Correct Answer: B

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