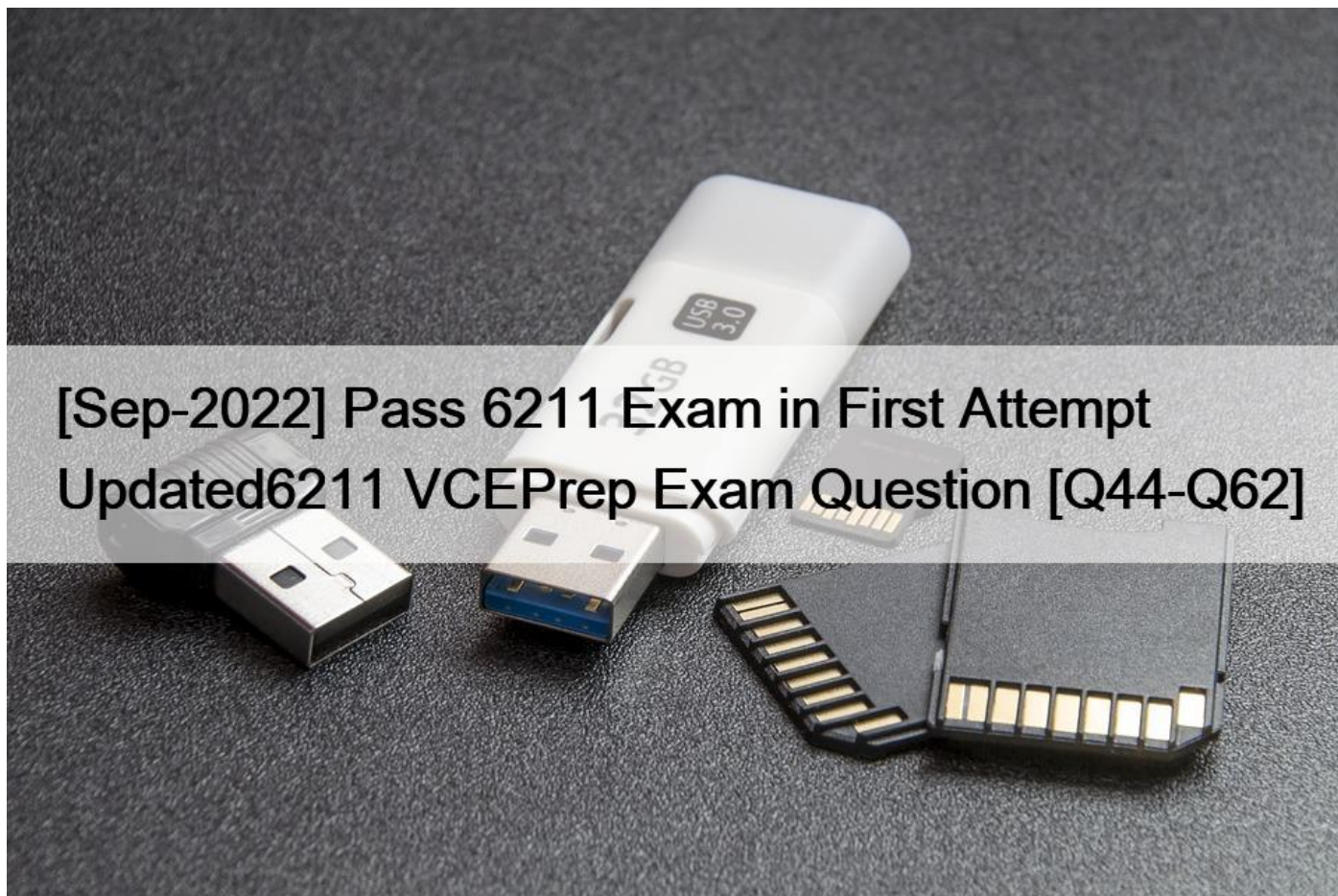


[Sep-2022 Pass 6211 Exam in First Attempt Updated6211 VCEPrep Exam Question [Q44-Q62]



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Avaya Certified Implementation Specialist Dumps 6211 Exam for Full Questions - Exam Study Guide

What will you learn when taking the Avaya 6211 Exam?

There are a lot of things that you are going to learn when taking the Avaya 6211 Exam. You will be exposed to a lot of materials, exam techniques, and ways to approach the exam. You may be wondering how long it is going to take for you to learn all these things. The truth is that it will depend on what approach you are going to use to study for the test. Treating the Avaya 6211 Exam as just another exam is not a good idea because it is so different from your other exams. You have to take into consideration that this is a certification exam. This means that passing or failing this test is going to affect your career in many ways. The difference between passing or failing this test and other exams can be said to be the difference between getting promoted or not and getting fired or not. The good thing about this certification is that it can greatly help you in your career. But if you fail, then all of these benefits will be gone. You may think that it is better to just take your chances with the Avaya **6211 Dumps**, but honestly, you should not do this because there are plenty of tools available for you that could actually help you study for this exam.

Significance of passing Avaya 6211 Exam

The Avaya Aura Contact Center Multimedia Implementation Exam is an exam that will help you to get a good job. It is a great way to find a new job. The Avaya Aura Contact Center Multimedia Implementation Exam is an exam that has many benefits. The Avaya

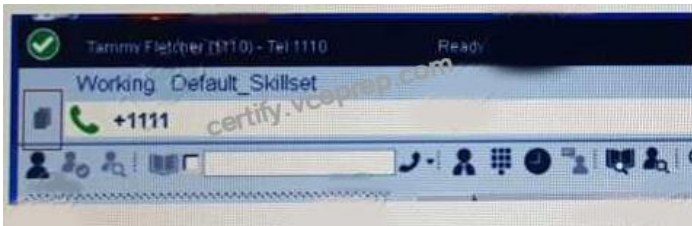
6211 exam is based on the latest software technology. The exam will provide you with the skills required to install and configure the Avaya Aura Contact Center multimedia software and its associated applications, as well as knowledge of multimedia system design, installation, and operation.

Languages: English Time Duration: 90 minutes Number of Questions: 45 questions

Examine Avaya 6211 Exam Topics

Configure Script Servers Configure Recording Media Components Configure Call Director Configure Media Servers and Gateways

Q44. Refer to the exhibit.



An agent is using the Agent Desktop to take contacts from the SIP contact center and during the call the agent clicks on the double page icon (highlighted in the box).

What agent desktop feature is the agent accessing when they click on the double page icon?

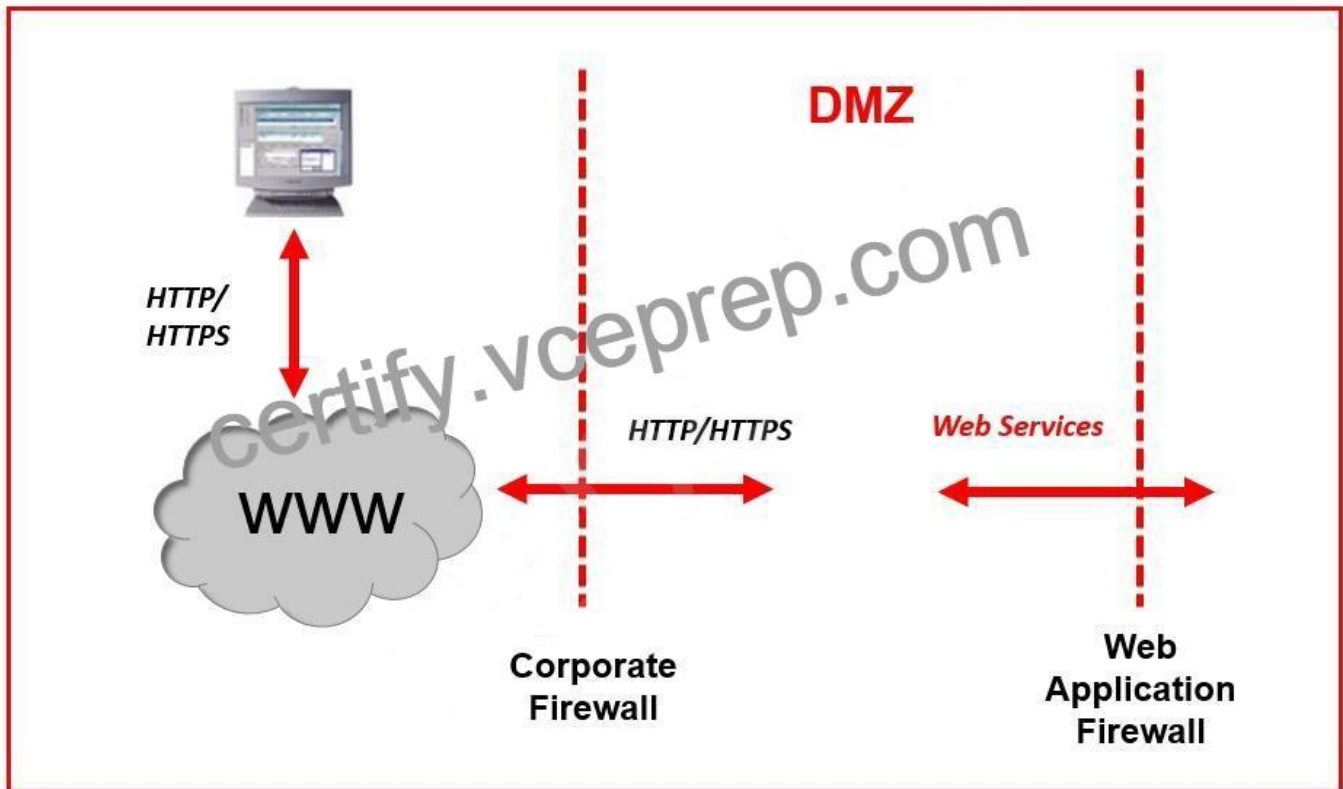
- * Accessing the address book
- * Transferring the call
- * Getting workitem status
- * Copy the calling number from the workitem.

Q45. Multimedia skillsets must be defined in the Contact Center Manager Administration (CCMA) for multimedia routing to occur.

Which multimedia prefix is used for an Outbound skillset?

- * OB_
- * EM_
- * IM_
- * VM_

Q46. 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?



- * 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.
- * Place both the AACC Server and the Corporate Web Server outside of the Corporate Firewall.
- * Place both the AACC Server and the Corporate Web Server inside the DMZ between the Corporate Firewall and the Web Application Firewall.
- * 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.

Q47. Agents will use Disposition Codes after dosing an outbound contact.

For which purpose Is a disposition code used by agents?

- * To record the dialing of an outbound call
- * To end the outbound call
- * To record the state of an outbound call
- * To answer an outbound call

Q48. When performing an immediate backup in the Contact Center Database Maintenance utility, which application is the only one that is not selected by default?

- *
- * CCMS
- * ADMIN
- * Offline

Q49. Which statement about the web-based Contact Center Multimedia (CCMM) Multimedia Administration client is true?

- * It Is used to administer Avaya Aura Agent Desktop (MAD) and to monitor Agent performance using a browser-based Interface.

- * It provides administrative and management capabilities for CCMM resources.
- * It allows an SDK for developers to design custom Computer Telephony Integration (CTI) applications.
- * It helps with implementing CTI for installed and browser-based client Integrations.

Q50. Which template would you assign to an Inbound skillset so it can be monitored by the POM Blending Service?

- * Blending Template
- * Agent Template
- * Skillset Template
- * POM Template

Q51. You are adding an agent in Contact Center Manager Administration (CCMA) Contact center How do you add a corresponding user to the Communication Control Toolkit (CCT) as the agent to the Contact Center Manager Server (CCMS) database?

- * Enter the SIP address of the agent phone set In the Voice URI field.
- * Select the Enable CTI for this agent option.
- * Select the Create CCT agent option.
- * Set the agent user type to Supervisor/Agent option.

Q52.



A customer is using Contact Center Multimedia (CCMM) to provide Web Services for 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?

- * 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.

- * 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.
- * Place both the AACC Server and the Corporate Web Server Inside the DMZ between the Corporate Firewall, and the Web Application Firewall.
- * Place both the AACC Server and the Corporate Web Server outside of the Corporate Firewall.

Q53.



A customer is using Contact Center Multimedia (CCMM) to provide Web Services for 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?

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- * 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.
- * Place both the AACC Server and the Corporate Web Server Inside the DMZ between the Corporate Firewall, and the Web Application Firewall.
- * Place both the AACC Server and the Corporate Web Server outside of the Corporate Firewall.

Q54. What is defined for Agent Blending skillsets to decide when agents transition from Outbound to Inbound and when agents are returned to Outbound activities?

- * Thresholds

- * Route Point
- * Call Presentation Class
- * Script

Q55. You have launched the Contact Center Multimedia (CCMM) Administration utility. Which three settings can be configured on the CCMM Administration General Administration page? (Choose three.)

- * Web Comms
- * Agent
- * Skillset
- * Server
- * Email

Q56. Which server type can be configured under Server Settings in the Contact Center Multimedia Administration tool?

- * Inbound Mail License Server
- * Inbound Mail Server
- * Inbound Mail Manager Server
- * Inbound Mail Application Server

Q57. Which Communication Control Toolkit server software component is used to import bulk resources from the Windows server into the CCT database?

- * CCT Console
- * CCT Trace Control
- * CCT Reference Client
- * CCT API

Q58. In a Web Chat, for which purpose are Web on Hold and Web on Hold URLs created?

- * Treatments given to the customer while waiting for the agent to end the chat session
- * Treatments given to the customer while waiting for the agent to join the chat session
- * Treatments given to the customer while waiting for the agent to reply in an existing chat session
- * Treatments given to the agent while waiting for the customer to join the chat session

Q59. You need to launch the CCT Web Administration Client to perform administrative tasks.

How do you access the CT Web Administration Client?

- * On the CCMA Launchpad select: Configuration > Select the CCT server > click CT Administration > Click the links.
- * Open a web browser and browse to <http://<servemame>/CCTConsole>, where <servemame> is the name of the CCMS server.
- * On the Avaya Aura Contact Center (AACC) server click: Start > Avaya > Contact Center > Communication Control Toolkit > Ref Client.
- * On the System Control and Monitor utility > select the CCT tab > click Launch CCT Console button.

Q60. During contact handling, agents can create a callback to a customer.

Where are the Agent Desktop callback minimum and maximum timers configured?

- * Agent Desktop Configuration, User Settings
- * Agent Desktop Configuration, Resources
- * Agent Desktop Configuration, General Settings
- * Agent Desktop Configuration, Default Closed Reasons

Q61. Multimedia skillsets must be defined in the Contact Center Manager Administration (CCMA) for multimedia routing to occur. Which multimedia prefix is used for an Outbound skillset?

- * IM_
- * EM_
- * OB_
- * VM_

Q62. In a Web Chat, for which purpose are Web on Hold and Web on Hold URLs created?

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