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QUESTION & ANSWER

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Exam : 6211

Title : Avaya Aura Contact Center Multimedia Implementation Exam

Version : DEMO

1.You areadding an agent in Contact Center Manager Administration (CCMA) Contact Center Management.
How do you add a corresponding user to the Communication Control Toolkit (CCT) as the agent is added to the Contact Center Manager Server (CCMS) database?
A. Enter the SIP address of the agent phoneset in the Voice URI field.
B. Select the "Enable CTI for this agent" option.
C. Select the "Create CCT agent" option.
D. Set the agent user type to "Supervisor/Agent".
Answer: D
Explanation:
Reference: https://downloads.avaya.com/css/P8/documents/101017374

2.Which component is used to add servers in Contact Center Manager Administration (CCMA)?
A. Configuration
B. Multimedia
C. Access and Partition Management
D. Contact Center Management
Answer: A
Explanation:
Reference: https://downloads.avaya.com/css/P8/documents/101017434

3.You have installed an Avaya Aura® Contact Center (AACC) system with Communication Control Toolkit (CCT) and Contact Center Multimedia (CCMM).
Which componentis responsible for pushing the non-voice contacts to Avaya Aura® Agent Desktop?
A.
B. CCMS
C. CCT
D. CMA
Answer: A
Explanation:
Reference: https://downloads.avaya.com/css/P8/documents/101061121

4.Which AvayaAura® Contact Center component is required for Contact Center Multimedia deployment?
A. API Server
B. Agent Desktop
C. SIP Connector
D. Avaya Aura® Media Server
Answer: D
Explanation:
Reference: https://downloads.avaya.com/css/P8/documents/101059089 (98)

5.After adding and configuring the Contact Center Multimedia (CCMM) server, additional reports are available to you based on information stored within the CCMM server database.
Which two new report types are now available for report creation under the Public Report Template folder?

(Choose two.)
A. Configuration Reports
B. Call-by-Call Reports
C. Multimedia Reports
D. AgentPerformance Reports
E. Outbound Reports
F. Contact Summary Reports
Answer: C,E