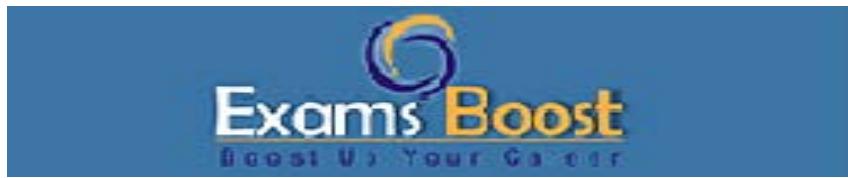


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# **Avaya 6211**

## **Avaya Aura Contact Center Multimedia Implementation Exam**



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## Question: 1

Where are all agents used in the Avaya Aura® Contact Center POM integration administered?

- A. Avaya IQ
- B. Avaya Aura® Experience Portal
- C. Avaya Proactive Outreach Manager
- D. Contact Center Manager Administration

**Answer: C**

Reference: <https://downloads.avaya.com/css/P8/documents/101058499>

## Question: 2

Where is the administration of outbound campaigns and management of dialing lists performed?

- A. Contact Center Multimedia Server
- B. Avaya Aura® Contact Center
- C. Avaya Proactive Outreach Manager
- D. Avaya Aura® Media Server

**Answer: B**

Reference: <https://downloads.avaya.com/css/P8/documents/100172957>

## Question: 3

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

**Answer: D**

Reference: <https://downloads.avaya.com/css/P8/documents/101017355> (27)

## Question: 4

Which Avaya Aura® Contact Center component expands the contact center to manage internet-based contacts such as email and Web communications?

- A. Contact Center Manager Server (CCMS)
- B. Avaya Agent Desktop (AAD)
- C. Contact Center Multimedia (CCMM)
- D. Contact Center Manager Administration (CCMA)

**Answer: C**

Reference: <https://downloads.avaya.com/css/P8/documents/101059089> (36)

## 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

**Answer: B**

Reference: <https://downloads.avaya.com/css/P8/documents/101017355> (35)

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