

Avaya Aura Contact Center Multimedia Implementation Exam

Avaya 6211

Version Demo

Total Demo Questions: 11

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QUESTION NO: 1

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. Agent Performance Reports
- E. Outbound Reports
- F. Contact Summary Reports

ANSWER: C F

Explanation:

Configuring Contact Center Multimedia extends Avaya Aura Contact Center reporting with templates that use the multimedia-contact data maintained in the CCMM database. **Multimedia Reports** are therefore available for reporting on multimedia interactions and their associated handling information. These reports expose the CCMM-specific operational data that is not supplied solely by standard voice-contact reporting.

Contact Summary Reports are also added because CCMM records contact-level lifecycle and summary information for multimedia contacts. The report templates provide a summarized view of contacts and enable administrators and supervisors to create reports from the contact information stored by the multimedia environment. Together, these two template categories become visible under the Public Report Template folder once the CCMM server has been added and configured successfully.

Avaya publishes Aura Contact Center product documentation and deployment/reporting resources through its support portal; select the applicable Aura Contact Center release and consult the Contact Center Multimedia and reporting documentation for the precise template inventory: [Avaya Support](#). Additional product and support entry points are available at [Avaya Customer Support](#).

QUESTION NO: 2

You are validating Communication Control Toolkit (CCT) connectivity after completing the server installation. Which CCT application can be used as a test client to place and control calls?

- A. CCT Reference Client
- B. CCT Console
- C. Contact Center Manager Administration
- D. Avaya Agent Desktop

ANSWER: A

Explanation:

CCT Reference Client is a test application supplied with Communication Control Toolkit. It can be used during installation validation to exercise supported call-control functions and confirm that the CCT environment can communicate with the configured telephony resources.

The Reference Client is intended for testing and troubleshooting rather than for normal agent contact handling or CCT server administration. For current CCT documentation, see the [Avaya Documentation portal](#).

QUESTION NO: 3

A supervisor wants multimedia reports created from information stored in the Contact Center Multimedia (CCMM) database. After the CCMM reporting server is configured, which two report template categories are available under the Public Report Template folder? (Choose two.)

- A. Multimedia Reports
- B. Contact Summary Reports
- C. Call-by-Call Reports
- D. CCT Configuration Reports
- E. Terminal State Reports

ANSWER: A B

Explanation:

Multimedia Reports provide reporting templates for multimedia interactions processed by CCMM. **Contact Summary Reports** provide templates using contact-level summary information retained in the CCMM database.

These categories become available when CCMM reporting is integrated with the Contact Center reporting environment. Voice call-by-call reports and CCT configuration reports are not the CCMM-specific report template categories introduced by this integration. Refer to the [Avaya Support portal](#) for reporting documentation for the installed release.

QUESTION NO: 4

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

ANSWER: A

Explanation:

New Contact Presentation is the correct Agent Desktop Configuration section because it controls how the Agent Desktop client presents an incoming contact to the agent. This includes the behavior used to draw the agent's attention to a newly delivered voice, email, chat, or other multimedia contact, including bringing the Agent Desktop window to the foreground. That behavior is important in contact-center environments where agents may be working in another application or where the desktop is not currently the active window; the new-contact presentation settings help ensure that delivery of the contact is visible promptly and consistently.

In Avaya Aura Contact Center, Agent Desktop configuration is organized by the functional area being administered. Settings concerning the presentation of a newly offered contact belong with the new-contact presentation controls, rather than session-management or terminal-state settings. Administrators can therefore use this section to configure the desired foreground and notification experience in accordance with local agent workflow and operating-system policies. Avaya's Agent Desktop administration material identifies the new-contact presentation configuration area as the place for these incoming-contact display behaviors. See the [Avaya Aura Contact Center documentation](#) and Avaya's [Support portal](#) for the applicable release documentation and configuration guidance.

QUESTION NO: 5

An outbound campaign is configured so that the customer record is first presented to an available agent and the system then automatically places the call. Which dialing method is being used?

- A. Progressive dialing
- B. Preview dialing
- C. Predictive dialing
- D. Manual dialing

ANSWER: A

Explanation:

Progressive dialing presents the selected outbound contact to an available agent and automatically initiates the call. This gives the agent an opportunity to view customer information while maintaining an automated call-placement process.

Preview dialing requires the agent to initiate the call after reviewing the record. Predictive dialing uses pacing algorithms to place calls in advance of agent availability. Refer to the [Avaya Documentation portal](#) for the supported outbound dialing behavior for the applicable release.

QUESTION NO: 6

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

ANSWER: A

Explanation:

New Contact Presentation is the Agent Desktop Configuration section that controls how the Avaya Aura Contact Center Agent Desktop behaves when a newly offered contact arrives. It contains the presentation settings that determine whether the desktop window is brought to the foreground, helping make the agent aware of an incoming interaction even if another application currently has focus. This behavior is particularly useful in multimedia environments, where agents can receive different contact types and may be working in other desktop applications while waiting for the next interaction. Configuring the new-contact presentation behavior supports prompt visibility of the offer and helps agents respond within the intended service targets. The feature belongs to the contact-arrival presentation settings because it concerns the user-interface action taken at the moment a new contact is delivered to the agent. Avaya's Agent Desktop documentation describes configuration of new-contact presentation options, including foreground behavior, in the Agent Desktop Configuration area. See the [Avaya Aura Contact Center Agent Desktop documentation](#) and the [Avaya Support documentation portal](#) for the applicable release documentation and administration guidance.

QUESTION NO: 7

The Data Import and Export tool is used to import bulk resources from the Windows network into the CCT database. Which file types are used to export resource configuration data from the Windows network for data analysis?

- A. Single standard XML file or flattened XML file

- B. Single standard HTML file or flattened HTML file
- C. Single standard CSV file or flattened CSV file
- D. Single standard XSD file or flattened XSD file

ANSWER: A

Explanation:

Single standard XML file or flattened XML file is correct because the Avaya Contact Center Control Toolkit Data Import and Export utility uses XML-based export formats for resource-configuration data. The standard XML export preserves the resource configuration in its normal structured, hierarchical representation. This makes it suitable when the relationships and nested properties of exported resources need to remain explicit for review, transformation, or subsequent processing. The flattened XML export represents the same configuration information in a flattened layout intended to make analysis and handling of resource data more convenient where a simpler record-oriented structure is needed.

Using XML enables the tool to retain both the configuration values and the schema-oriented structure needed to describe Windows-network resources consistently when moving data into or out of the Contact Center environment. The export format is therefore selected according to whether the analysis process requires the original hierarchical organization or a flattened representation, while remaining within the XML format supported by the utility. Avaya's Data Import and Export documentation describes the standard and flattened XML export choices for resource configuration data. See the [Avaya Data Import and Export documentation](#) and the [Avaya Support portal](#) for product documentation resources.

QUESTION NO: 8

When creating an Advanced Screenpops in the wizard you choose a screenpop launch event. What are the two launch event options? (Choose two.)

- A. Call setup
- B. Dialing
- C. Active
- D. Alerting

ANSWER: C D

Explanation:

The Advanced Screenpops wizard provides the launch-event choices **Active** and **Alerting**. These settings determine the call-state trigger that causes the configured screenpop action to run for an agent. Selecting **Alerting** launches the screenpop while the incoming contact is being presented to the agent, enabling relevant customer or interaction information to be displayed before the agent answers. Selecting **Active** launches it when the contact has entered the active, connected state, which is appropriate when the screenpop should occur only after the conversation is established.

These events are specifically part of the Advanced Screenpop configuration workflow in Avaya Aura Contact Center Multimedia. The selection lets administrators align the timing of a web page, CRM record, or other configured screenpop target with the operational workflow required by the contact center. Avaya's Aura Contact Center documentation is available through the [Avaya documentation download](#) and the [Avaya Support portal](#).

QUESTION NO: 9

You need to launch the CCT Web Administration Client to perform administrative tasks. How do you access the CCT Web Administration Client?

- A. On the CCMA Launchpadselect: Configuration > Select the CCT server > click CCT Administration > Click the links.
- B. Open a web browser and browse to http:// /CCTConsole, where is the name of the CCMS server.

C. On the Avaya Aura® Contact Center (AACC) server click: Start > Avaya > Contact Center > Communication Control Toolkit > Ref Client.

D. On the System Control and Monitor utility > select the CCT tab > click Launch CCT Console button.

ANSWER: A

Explanation:

The CCMA Launchpad path, selecting *Configuration*, selecting the relevant CCT server, and then choosing *CCT Administration*, is the supported way to open the CCT Web Administration Client. CCMA is the central web-based administration interface for Avaya Aura Contact Center components, and its Launchpad presents component-specific management tools in the proper server context. Selecting the CCT server first ensures that the administration session is directed to the intended Communication Control Toolkit instance. The CCT Administration entry then exposes the Web Administration Client links used for CCT administrative work, including access to the appropriate CCT administration functions. This approach also avoids relying on a manually constructed URL and uses the configured CCMA integration, authentication, and server details. Avaya's CCT documentation identifies access through the CCMA Launchpad as the procedure for launching the CCT Web Administration Client. See the Avaya reference document at [Avaya Aura Contact Center documentation](#) and the [Avaya Support documentation portal](#) for product documentation and version-specific implementation guidance.

QUESTION NO: 10

A contact center wants Email Manager to route messages differently for known business partners and for messages received outside normal business hours. Which two user-defined email-routing rule criteria can be used? (Choose two.)

- A. Sender groups
- B. Office hours
- C. Agent terminal state
- D. Call presentation class
- E. Outbound dialing mode

ANSWER: A B

Explanation:

Sender groups can be used to identify the originator of an email, such as a business partner or a defined customer group. **Office hours** can be used to apply routing treatment according to the time at which the email is received.

These criteria can be incorporated into Email Manager rules before the email is routed for contact-center handling. Agent terminal state, call presentation class, and outbound dialing mode are not email-routing rule criteria. Refer to the [Avaya Support portal](#) for release-specific Email Manager routing guidance.

QUESTION NO: 11

When you installed the Contact Center software, a set of default or sample applications are installed. Which are two of the three default or sample applications? (Choose two.)

- A. ContactFlow
- B. Primary
- C. Secondary
- D. MultimediaFlow

ANSWER: B D

Explanation:

Primary and **MultimediaFlow** are installed as part of the standard default/sample application set in Avaya Aura Contact Center Multimedia. Primary provides a baseline application configuration used by the Contact Center environment, while MultimediaFlow is the supplied multimedia-oriented sample application. These preinstalled applications give an administrator working starting points for reviewing application structure, routing treatment, and multimedia contact handling before creating or tailoring applications for production requirements. They are especially useful during initial implementation because they demonstrate the expected application objects and flow relationships that Contact Center Multimedia uses. Administrators should review the supplied applications after installation and then copy or customize them as appropriate, rather than relying on unreviewed sample behavior for a production deployment. Avaya product documentation and downloadable implementation material are available through the [Avaya Documentation portal](#); current product documentation, notices, and support resources can also be accessed from [Avaya Support](#).