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Avaya Aura Contact Center Multimedia Implementation Exam

Avaya 6211

Version Demo

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QUESTION NO: 1

When analyzing life cycle of a Web Chat contact in Avaya Aura® Contact Center:

- Step 1 states the Contact Center Multimedia receives contacts from the External Web server through the Contact Center Multimedia Web services,
- Step 2 states that the Web services provide a Java API that enables contacts to be written into the Contact Center Multimedia database, retrieved from the database, and have their status queried.

What is Step 3 in the life cycle of a Web Chat contact in Avaya Aura® Contact Center?

- A. Customized Web pages, displays to the customer.
- B. A set of sample pages is distributed with Contact Center Multimedia to provide Java Server Pages (JSP) script examples of how a Web server can access the Web services.
- C. Customized Web pages, with customized look and feel, and business logic must be created by the customer.
- D. The External Web server determines the skillset and priority assigned to the contact.

ANSWER: B

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101059089> (p.100, external web server transactions)

External Web server transactions

Contact Center Multimedia receives contacts from the External Web server through the Contact Center Multimedia Web services. The Web services provide a Java API. This enables contacts to be written into the Contact Center Multimedia database, retrieved from the database, and have their status queried.

Contacts received through the Web services do not pass through the Rules Engine. The External Web server determines the skillset and priority assigned to the contact.

A set of sample pages is distributed through DevConnect to provide examples of how a Web server can access the Web services. You must create your own Web pages, with customized look, feel, and business logic.

QUESTION NO: 2

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

QUESTION NO: 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

Explanation:

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

QUESTION NO: 4

During contact handling, agents can create a callback to a customer. Where are the Agent Desktop callback minimum and maximum timers configured?

- A. Agent Desktop Configuration, Default Closed Reasons
- B. Agent Desktop Configuration, General Settings
- C. Agent Desktop Configuration, Resources
- D. Agent Desktop Configuration, User Settings

ANSWER: D

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101017384>

QUESTION NO: 5

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:

Reference: <https://downloads.avaya.com/css/P8/documents/101059073>

15. From the **Launch State** drop-down list, select the event to open Basic screen pops. You can select one of the following:
- **Active:** The screen pop application opens when an agent answers a contact.
 - **Alerting:** The screen pop application opens when Agent Desktop displays an alert for a work item.
- ★ **Note:**
You can configure a maximum of 20 basic screen pops. However, you can configure up to five screen pops only to open on Agent Desktop for each event.

QUESTION NO: 6

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

ANSWER: B D

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/100093298>

Using CCT Reference Client for troubleshooting

In addition to using the Reference Client to verify the Communication Control Toolkit installation, you can use the Communication Control Toolkit Reference Client as a diagnostic tool with Avaya Aura™ Contact Center Release 6.0/6.1. The Reference Client application is designed to troubleshoot your client applications.

If the Reference Client does not demonstrate the functionality you require, then there is a problem in your client application. Otherwise, there is a problem with the Communication Control Toolkit server software.

You can use the Reference Client application to do the following:

- Verify the server settings, if required.
- View agent, device, or contact details.
- View the event log.
- Test telephone functions.

QUESTION NO: 7

Which three components of Email Manager work together to retrieve, determine routing, and respond to email messages sent to the contact center? (Choose three.)

- A. The External Message Handler
- B. Open Queue Engine
- C. The Outbound Message Handler
- D. The Rules Engine
- E. The Inbound Message Handler
- F. The Inbound Mail Handler

ANSWER: B E F

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101059027>

QUESTION NO: 8

A Contact Center Supervisor is creating an outbound campaign. Where is the outbound campaign loaded?

- A. It is loaded on external database.

B. It is loaded on the Communication Control Toolkit (CCT) database where it creates contacts and presents them to CCMS via Open Queue.

C. It is loaded on the Contact Center Manager Server (CCMS) database where it creates contacts and presents them to the CCMS via Open Queue.

D. It is loaded on the Contact Center Multimedia (CCMM) server database where it creates contacts and presents them to CCMS via Open Queue.

ANSWER: D

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/100093170>

QUESTION NO: 9

Which Orchestration Designer intrinsic is used for Multimedia contacts?

A. CONTACT TYPE

B. QUIT

C. LOG

D. WAIT

ANSWER: A

Explanation:

Reference: <https://support.avaya.com/forums/showthread.php?p=23972>

The Multimedia contacts Intrinsic data are available for OD Scripts in AACC. The flow is controlled by the Multimedia Script in the system. If you can follow the logic in this script, you will understand how the Multimedia contacts are handled in AACC.

The details are available in the "Avaya Aura® Configuration— Orchestration Designer Application Development" document.

Below is an example of how the Multimedia intrinsic for an Outbound contact is handled:

```
IF CONTACT TYPE = c_contact_type_outbound_gv THEN
ASSIGN CONTACT DATA "CONTACTSUBTYPE" TO contact_subtype_cv
IF contact_subtype_cv = "Scheduled Callback" THEN
EXECUTE SCRIPT OB_ScheduledCallback_Primary
ELSE
EXECUTE SCRIPT OB_Outbound_Primary
END IF
END IF
```

You may have to understand the out-of-the-box scripts to see how they work and then start customizing them.

QUESTION NO: 10

During the design of the Outbound Campaign, the administrator chooses between two types of dialing. Which two types of dialing options are available when designing the Outbound Campaign? (Choose two.)

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

ANSWER: A C

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/100093170> (9)

Preview and Predictive Outbound Dialing

With preview dialing, the agent receives customer details, and after a defined period of time, the agent or system dials the customer. At this point the agent must wait for the customer to answer the call or disposition accordingly, for example, busy, ring no answer, or voice mail. This reduces the agent's potential talk time.

Predictive Outbound dialing is different from preview dialing. Instead of waiting for an agent to become available, The system predicts the availability of an agent and initiates calls accordingly. The pacing algorithm manages the prediction capability and uses a combination of historical statistics and other data to decide if the system initiates calls. The system also filters the busy signals and no answer calls for the agents. Therefore, agents receive only available customers. Predictive Outbound dialing maximizes the agents' productivity.