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**Avaya**

**6211**

*ACIS Aura Contact Center Multimedia Implementation*

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### Question: 10

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

- A. Treatments given to the customer while waiting for the agent to end the chat session
- B. Treatments given to the customer while waiting for the agent to join the chat session
- C. Treatments given to the customer while waiting for the agent to reply in an existing chat session
- D. Treatments given to the agent while waiting for the customer to join the chat session

### Answer: B

Explanation:

Reference:

[https://documentation.avaya.com/bundle/administeringAvayaWorkspaceforOceana\\_r38/page/Creating\\_Web\\_On\\_Hold\\_URLs\\_groups\\_using\\_Omnichannel\\_Administration\\_utility.html](https://documentation.avaya.com/bundle/administeringAvayaWorkspaceforOceana_r38/page/Creating_Web_On_Hold_URLs_groups_using_Omnichannel_Administration_utility.html)

### Question: 11

When analyzing life cycle of an outbound contact in Avaya Aura® Contact Center:

Step 1 shows outbound campaigns are created in the OCMT and loaded into the CCMM database

Step 2 states that each call in the outbound campaign triggers a 'contact arrived' message.

What is Step 3 in the life cycle of an outbound contact in Avaya Aura® Contact Center?

- A. Customer details are retrieved for the agent using Web services.
- B. The newly-arrived contact is created and directed to an application using the Open Queue.
- C. The contact is presented to the agent using the Avaya Agent Desktop.
- D. The Contact Center application (scripting) determines how to route the contact, or in this case, present to which agent.

### Answer: B

Explanation:

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

### Question: 12

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)

### Question: 13

When verifying the Communication Control Toolkit (CCT) server was added during installation to the configuration page of the Contact Center Manager Administration (CCMA), which server is associated with the CCT server?

- A. Contact Center Multimedia (CCMM)
- B. License Manager
- C. Contact Center Manager Administration (CCMA)
- D. Contact Center Manager Server (CCMS)

**Answer: A**

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/100178607>

### Question: 14

Which Avaya Aura® Contact Center component is a core component that connects to a PBX to collect incoming voice contacts, provide intelligent queuing, and collect historical data?

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

**Answer: D**

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/100167782> (111)

### Question: 15

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

Which multimedia prefix is used for the Web Communications skillset?

- A. WC\_

- B. VI\_
- C. PO\_
- D. SM\_

**Answer: D**

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101017434> (339)

### Question: 16

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: 17

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**

Explanation:

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

### Question: 18

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**

Explanation:

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

### **Question: 19**

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: 20**

Which component manages the states of contacts, agents, terminals, and addresses used for assigning contacts?

- A. CCT Client Applications
- B. Contact Management Framework (CMF)
- C. CCT API
- D. SIP Connector

**Answer: B**

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/100093163>

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