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Exam : **6211**

Title : Avaya Aura Contact Center
Multimedia Implementation
Exam

Vendor : Avaya

Version : DEMO

NO.1 Users of the Outbound Campaign Management Tool require access rights to the Outbound component.

Which component within the Center Manager Administration would the user be assigned Launchpad option access?

- A. Contact Center Management
- B. Multimedia
- C. Configuration
- D. Access and Partition Management

Answer: D

NO.2 A customer with Contact Center Multimedia (CCMM) needs to create, modify, and monitor outbound campaigns.

Which CCMM tool, accessed from the Contact Center Manager Administration (CCMA) application, provides this functionality?

- A. the E-mail Manager
- B. the CCMA
- C. the Outbound Campaign Management Tool
- D. the Multimedia Contact Manager

Answer: C

NO.3 Where are all agents used in the Avaya Aura Contact Center POM integration administered?

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

Answer: B

NO.4 Which tool is used to create dean up rules and scheduled tasks in Contact Center Multimedia (CCMM)?

- A. System Control and Monitor Utility
- B. CCMM Data Management
- C. Contact Center Database Maintenance Utility
- D. Control Utility

Answer: B

NO.5 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. MultimediaFlow
- C. Secondary
- D. Primary

Answer: A,B