



Free Questions for 6210 by vceexamstest

Shared by Chang on 24-05-2024

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Question 1

Question Type: MultipleChoice

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.)

Options:

- A- Testing CTI connections
- B- Making phone calls
- C- Testing SIP connections
- D- Transferring phone calls

Answer:

B, D

Question 2

Question Type: MultipleChoice

What is defined for Agent Blending skillsets to decide when agents transition from Outbound to Inbound and when agents are returned to Outbound activities?

Options:

A- Route Point

B- Call Presentation Class

C- Script

D- Thresholds

Answer:

B

Question 3

Question Type: MultipleChoice

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

Options:

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

Answer:

C

Question 4

Question Type: MultipleChoice

Which template would you assign to an Inbound skillset so it can be monitored by the POMBlending Service?

Options:

- A- POM Template

- B- Blending Template
- C- Agent Template
- D- Skillset Template

Answer:

D

Question 5

Question Type: MultipleChoice

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

Options:

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

Answer:

B

Question 6

Question Type: MultipleChoice

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

Options:

A- Avaya IQ

B- Avaya Aura Experience Portal

C- Avaya Proactive Outreach Manager

D- Contact Center Manager Administration

Answer:

C

Question 7

Question Type: MultipleChoice

To ensure resiliency, you have been asked to add an additional license manager to the network.

Which licensing type supports an additional license manager?

Options:

- A- Nodal Enterprise, when a standby license manager is configured.
- B- Remote Enterprise, when a standby license manager is configured.
- C- Network Enterprise, where you can configure a primary and a secondary License Manager.
- D- Corporate Enterprise, where you can configure a primary and a secondary License Manager.

Answer:

D

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