



**Free Questions for 6211 by ebraindumps**

**Shared by Hull on 24-05-2024**

**For More Free Questions and Preparation Resources**

**Check the Links on Last Page**

## Question 1

---

**Question Type:** MultipleChoice

---

In a Voice and Multimedia Contact Center, incoming email messages are read from the Email server, processed using email rules, and are stored in a multimedia database. Which component, installed on Contact Center Multimedia (CCMM), connects to the Email server at regular intervals to access configured mailboxes?

### Options:

---

- A- the Multimedia Administrator
- B- the Email Manager
- C- the Multimedia Database
- D- the Outbound Campaign Management Tool

### Answer:

---

B

## Question 2

---

**Question Type: MultipleChoice**

---

Which Avaya Aura Contact Center component is required for Contact Center Multimedia deployment?

**Options:**

---

- A- API Server
- B- Agent Desktop
- C- SIP Connector
- D- Avaya Aura Media Server

**Answer:**

---

D

## Question 3

---

**Question Type: MultipleChoice**

---

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

**Options:**

---

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

**Answer:**

---

B

## Question 4

---

**Question Type: MultipleChoice**

---

You have installed an Avaya Aura Contact Center (AACC) system with Communication Control Toolkit (CCT) and Contact Center Multimedia (CCMM). Which component is responsible for pushing the non-voice contacts to Avaya Aura Agent Desktop?

**Options:**

---

A-

**B-** CCMS

**C-** CCT

**D-** CMA

**Answer:**

---

A

## Question 5

---

**Question Type:** MultipleChoice

---

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?

**Options:**

---

**A-** Contact Center Manager Administration (CCMA)

**B-** Avaya Agent Desktop (AAD)

**C-** Contact Center Multimedia (CCMM)

**D-** Contact Center Manager Server (CCMS)

**Answer:**

---

D

## Question 6

---

**Question Type:** MultipleChoice

---

A customer wants to implement a Voice and Multimedia Contact Center. In addition to the Avaya Aura Contact Center (AACC) server, which two functional server types can be integrated into the Voice and Multimedia Contact Center architecture? (Choose two.)

**Options:**

---

**A-** Terminal server

**B-** Corporate Web server

**C-** Corporate Email server

**D-** FTP server

**Answer:**

---

B, D

## Question 7

---

**Question Type:** MultipleChoice

---

Which Communication Control Toolkit server software component is used to import bulk resources from the Windows server into the CCT database?

**Options:**

---

**A-** CCT Console

**B-** CCT Trace Control

**C-** CCT Reference Client

**D-** CCT API

**Answer:**

---

A

## Question 8

---

**Question Type:** MultipleChoice

---

Which Avaya Aura Contact Center component is the application agents used to handle voice and non-voice contacts?

### Options:

---

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

### Answer:

---

C

## Question 9

---

**Question Type:** MultipleChoice

---



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?

**Options:**

---

- 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

**To Get Premium Files for 6211 Visit**

**<https://www.p2pexams.com/products/6211>**

**For More Free Questions Visit**

**<https://www.p2pexams.com/avaya/pdf/6211>**

