

Avaya.Pre.6211.by.VCEplus.60q - DEMO

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Exam Code: 6211

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## Exam A

### QUESTION 1

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

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

**Correct Answer: C**

**Section:**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/101058499>

### QUESTION 2

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

**Correct Answer: B**

**Section:**

**Explanation:**

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

### QUESTION 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

**Correct Answer: D**

**Section:**

**Explanation:**

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

### QUESTION 4

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)

**Correct Answer: C**

**Section:**

**Explanation:**

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

**QUESTION 5**

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

- A. Route Point
- B. Call Presentation Class
- C. Script
- D. Thresholds

**Correct Answer: B**

**Section:**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/101017355> (35)

**QUESTION 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

**Correct Answer: B, D**

**Section:**

**Explanation:**

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

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**QUESTION 7**

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?

- 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

**Correct Answer: A**

**Section:**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/101017434> (200)

**QUESTION 8**

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

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

**Correct Answer: C**

**Section:**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/101059089> (69)

**QUESTION 9**

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

- A. CCT Console
- B. CCT Trace Control
- C. CCT Reference Client
- D. CCT API

**Correct Answer: A**

**Section:**

**Explanation:**

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

**QUESTION 10**

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.)

- A. Terminal server
- B. Corporate Web server
- C. Corporate Email server
- D. FTP server

**Correct Answer: B, D**

**Section:**

**Explanation:**

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

**QUESTION 11**

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)

**Correct Answer: D**

**Section:**

**Explanation:**

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

**QUESTION 12**

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?

- A. ????
- B. CCMSC. CCT
- C. C?MA

**Correct Answer: A**

**Section:**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/101061121>

**QUESTION 13**

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

**Correct Answer: B**

**Section:**

**Explanation:**

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

**QUESTION 14**

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

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

**Correct Answer: D**

**Section:**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/101059089> (98)

**QUESTION 15**

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?

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

**Correct Answer: B**

**Section:**

**Explanation:**

Reference: <https://usermanual.wiki/m/3e5ed12a78c1c7c0b528fdb732db7da5799ced833b0ce8ac7cea6a636a0ad81f.pdf> (90)

**QUESTION 16**

Which Avaya Aura® Contact Center component manages all media processing for the contact center including playing messages and collecting DTMF digits?

- A. Avaya Aura® Media Server (AAMS)
- B. Contact Center Manager Server (CCMS)
- C. SIP
- D. Communication Control Toolkit (CCT)

**Correct Answer: A**

**Section:**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/101059089> (118)

#### QUESTION 17

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.

**Correct Answer: D**

**Section:**

**Explanation:**

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

#### QUESTION 18

Which service contains the Inbound Message Handler (IMH) component?

- A. Contact Center Multimedia (CCMM) License Service
- B. Contact Center Multimedia (CCMM) Campaign Scheduler Service
- C. Contact Center Multimedia (CCMM) E-mail Manager Service
- D. Contact Center Multimedia (CCMM) Starter Service

**Correct Answer: C**

**Section:**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/100093179> (30)

#### QUESTION 19

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.

**Correct Answer: B**

**Section:**

**Explanation:**

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

#### QUESTION 20

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.

- A. 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.

**Correct Answer: B**

**Section:**

**Explanation:**

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

**QUESTION 21**

What is required when configuring an Email skillset in the Contact Center Multimedia Administration Tool?

- A. the assignment of a route point for each email skillset
- B. the assignment of a script for each email skillset
- C. the assignment of a vector for each email skillset
- D. the assignment of an open queue for each email skillset

**Correct Answer: A**

**Section:**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/101017374>

**QUESTION 22**

Which type of dialing is it when the outbound call is made automatically after presentation to the agent?

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

**Correct Answer: C**

**Section:**

**Explanation:**

Reference: [https://downloads.avaya.com/elmodocs2/comm\\_mgr/ACD\\_CallCenter.pdf](https://downloads.avaya.com/elmodocs2/comm_mgr/ACD_CallCenter.pdf)

**QUESTION 23**

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

**Correct Answer: B, E, F**

**Section:**

**Explanation:**

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

**QUESTION 24**

When handling Contact Center Multimedia (CCMM) Email contact, which component logs on to the outbound mailboxes on the Email server and sends out messages such as Auto-acknowledgements, Auto-replies, or Agent composed replies?

- A. the Outbound Campaign Management Tool
- B. the Outbound Message Handler

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- C. the Inbound Message Handler
- D. the Rules Engine

**Correct Answer: A**

**Section:**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/101059085>

#### QUESTION 25

When configuring Contact Center Multimedia (CCMM) Email routing, you can create user-defined rules to determine how the email contact will be routed. Which three routing options can be applied? (Choose three.)

- A. the Skillset the Email was sent to (skillset groups)
- B. who the Email was sent from (sender groups)
- C. when the Email was received (office hours)
- D. what priority the Email was sent with (priority groups)
- E. specific characters, words or phrases in the Email message (keywords)

**Correct Answer: B, C, E**

**Section:**

**Explanation:**

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

#### QUESTION 26

Multimedia skillsets must be defined in the Contact Center Manager Administration (CCMA) for multimedia routing to occur. Which name convention differentiates multimedia skillsets from voice skillsets?

- A. A multimedia suffix is added to the skillset name.
- B. A multimedia prefix is added to the skillset name.
- C. A multimedia disposition code is added to the skillset.
- D. Multimedia is added to the skillset name.

**Correct Answer: C**

**Section:**

**Explanation:**

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

#### QUESTION 27

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

**Correct Answer: A, C**

**Section:**

**Explanation:**

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

#### QUESTION 28

During the Avaya Aura® Contact Center Agent Desktop installation the CCT Log Level was set to Off. Which page allows you to change the CCT Log Level settings if a configuration mistake was made during installation?

- A. Agent Desktop Configuration, General Settings, Advanced Settings
- B. Agent Desktop Configuration, General Settings



- C. Agent Desktop Configuration, User Settings
- D. Agent Desktop Configuration, Resources

**Correct Answer: A**

**Section:**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/100142076>

#### QUESTION 29

Which Orchestration Designer intrinsic is used for Multimedia contacts?

- A. CONTACT TYPE
- B. QUIT
- C. LOG
- D. WAIT

**Correct Answer: A**

**Section:**

**Explanation:**

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

#### QUESTION 30

You need to install Avaya Agent Desktop (AAD) on an Agent's desktop computer. Which URL location will you enter to access the AAD Web page to start the AAD installation?

- A. <http://<servername>/agentdesktop> where <servername> is the server name or IP Address of the Contact Center Manager Server (CCMS)
- B. <http://<servername>/agentdesktop> where <servername> is the server name or IP Address of the Avaya Aura® Application Enablement Server
- C. <http://<servername>/agentdesktop> where <servername> is the server name or IP Address of the Contact Center Multimedia (CCMM) Server
- D. <https://support.avaya.com> web site

**Correct Answer: D**

**Section:**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/101074710> (12)

#### QUESTION 31

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

**Correct Answer: D**

**Section:**

**Explanation:**

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

#### QUESTION 32

Which Orchestration Designer Call Processing commands may be used in an application designed for Outbound contact routing?

- A. GIVE IVR
- B. QUEUE TO SKILLSET
- C. GIVE RAN

D. GIVE MUSIC

**Correct Answer: A**

**Section:**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/101017591>

**QUESTION 33**

Refer to the exhibit. You are creating an Advanced Screenpop in the wizard and have configured where the screenpop will launch (highlighted in the box). Where will the screenpop launch as shown in the exhibit?

- A. Launch the screenpop internally in the tab of the Agent Desktop
- B. Launch the screenpop externally on the user's browser
- C. Launch the screenpop externally in the agent's Conferencing software
- D. Launch the screenpop internally in the initial screen of the Agent Desktop

**Correct Answer: A**

**Section:**

**Explanation:**

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

**QUESTION 34**

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Which Avaya Aura® Contact Center component requires the Communication Control Toolkit and Contact Center Multimedia components?

- A. Avaya Agent Desktop
- B. Contact Center Manager Server
- C. Contact Center Manager Administration
- D. Session Initiation Protocol

**Correct Answer: B**

**Section:**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/101059089> (90)

#### QUESTION 35

Refer to the exhibit. An agent is using the Agent Desktop to take contacts from the SIP contact center and during the call the agent clicks on the double page icon (highlighted in the box). What agent desktop feature is the agent accessing when they click on the double page icon?

- A. Getting workitem status
- B. Transferring the call
- C. Accessing the address book
- D. Copy the calling number from the workitem

**Correct Answer: C**

**Section:**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/100122125>

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#### QUESTION 36

You are adding an agent in Contact Center Manager Administration (CCMA) Contact Center Management. How do you add a corresponding user to the Communication Control Toolkit (CCT) as the agent is added to the Contact Center Manager Server (CCMS) database?

- A. Enter the SIP address of the agent phoneset in the Voice URI field.
- B. Select the "Enable CTI for this agent" option.
- C. Select the "Create CCT agent" option.
- D. Set the agent user type to "Supervisor/Agent".

**Correct Answer: D**

**Section:**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/101017374>

#### QUESTION 37

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

**Correct Answer: B, D**

**Section:**

**Explanation:**

#### QUESTION 38

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A Contact Center Agent provisioned for Multimedia contacts has forgotten their password. Which Contact Center Multimedia (CCMM) Administration screen contains the function to reset the Agent's password?

- A. General Settings
- B. Agent Settings
- C. Server Settings
- D. Skillset Settings

**Correct Answer: A**

**Section:**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/100093197> (428)

**QUESTION 39**

You have launched the Contact Center Multimedia (CCMM) Administration utility. Which three settings can be configured on the CCMM Administration General Administration page? (Choose three.)

- A. Web Comms
- B. Agent
- C. Skillset
- D. Server
- E. Email

**Correct Answer: B, C, D**

**Section:**

**Explanation:**

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

**QUESTION 40**

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

**Correct Answer: C, D**

**Section:**

**Explanation:**

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

**QUESTION 41**

You have been asked to generate outbound and multimedia reports based on data stored within the Contact Center Multimedia (CCMM) database. You must also access multimedia data sources through the Report Creation Wizard for reporting customization. The CCMM server has been added through the Contact Center Manager Administration (CCMA). Which additional step is required to complete this task?

- A. Assign the CCMM server as a reporting server for the Contact Center Manager Server (CCMS).
- B. Add the Communication Control Toolkit (CCT) server through the CCMA.
- C. Add the Microsoft Exchange server through the CCMA.
- D. Assign the CCT server as a reporting server for the CCMS.

**Correct Answer: A**

**Section:**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/101017378>

**QUESTION 42**

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\_

**Correct Answer: D**

**Section:**

**Explanation:**

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

#### QUESTION 43

Which section under the Agent Desktop Configuration would allow Agent Desktop to move to the front upon arrival of a new contact?

- A. New Contact Presentation
- B. Hot Desking
- C. Logoff Terminal State
- D. Maximum Open Duration

**Correct Answer: A**

**Section:**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/101017333> (56)

#### QUESTION 44

Which server type can be configured under Server Settings in the Contact Center Multimedia Administration tool?

- A. Inbound Mail License Server
- B. Inbound Mail Server
- C. Inbound Mail Manager Server
- D. Inbound Mail Application Server

**Correct Answer: B**

**Section:**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/101017434> (243)

#### QUESTION 45

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)

**Correct Answer: A**

**Section:**

**Explanation:**

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

#### QUESTION 46

Which component is used to add servers in Contact Center Manager

Administration (CCMA)?

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

**Correct Answer: A**

**Section:**

**Explanation:**

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

**QUESTION 47**

You need to launch the CCT Web Administration Client to perform administrative tasks. How do you access the CCT Web Administration Client?

- A. On the CCMA Launchpad select: Configuration > Select the CCT server > click CCT Administration > Click the links.
- B. Open a web browser and browse to <http://<servername>/CCTConsole>, where <servername> is the name of the CCMS server.
- C. On the Avaya Aura® Contact Center (AACC) server click: Start > Avaya > Contact Center > Communication Control Toolkit > Ref Client.
- D. On the System Control and Monitor utility > select the CCT tab > click Launch CCT Console button.

**Correct Answer: A**

**Section:**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/101017333>

**QUESTION 48**

Multimedia skillsets must be defined in the Contact Center Manager Administration (CCMA) for multimedia routing to occur. Which multimedia prefix is used for an Outbound skillset?

- A. IM\_
- B. EM\_
- C. OB\_
- D. VM\_

**Correct Answer: C**

**Section:**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/101017374>

**QUESTION 49**

Which statement about the web-based Contact Center Multimedia (CCMM) Multimedia Administration client is true?

- A. It is used to administer Avaya Aura® Agent Desktop (AAAD) and to monitor Agent performance using a browser-based interface.
- B. It helps with implementing CTI for installed and browser-based client integrations.
- C. It provides administrative and management capabilities for CCMM resources.
- D. It allows an SDK for developers to design custom Computer Telephony Integration (CTI) applications.

**Correct Answer: A**

**Section:**

**Explanation:**

Reference: [https://support.avaya.com/public/downloadFile.jsp?file=/resources/sites/AVAYA/content/live/SOLUTIONS/220000/SOLN220899/en\\_US/NN44400-210\\_04.01\\_Planning\\_and\\_Engineering\\_November\\_2012.pdf](https://support.avaya.com/public/downloadFile.jsp?file=/resources/sites/AVAYA/content/live/SOLUTIONS/220000/SOLN220899/en_US/NN44400-210_04.01_Planning_and_Engineering_November_2012.pdf)

**QUESTION 50**

Refer to the exhibit. A customer is using Contact Center Multimedia (CCMM) to provide Web Services or integrating Web Chat with their Contact Center. They have created a DMZ to protect the Avaya Aura® Contact Center (AACC) server and the Corporate Web Server by deploying a Corporate Firewall and a Web Application Firewall. What is the recommended placement of the AACC Voice and Multimedia server in relation to the Corporate Web Server where the customer facing Web Chat Application resides?

- A. Place the AACC Server inside the DMZ between the Corporate Firewall and the Web Application Firewall. Place the Corporate Web Server inside the Web Application Firewall.
- B. Place both the AACC Server and the Corporate Web Server outside of the Corporate Firewall.
- C. Place both the AACC Server and the Corporate Web Server inside the DMZ between the Corporate Firewall and the Web Application Firewall.
- D. Place the AACC Server inside of the Web Application Firewall. Place the Corporate Web Server inside the DMZ between the Corporate Firewall and the Web Application Firewall.

**Correct Answer: A**

**Section:**

**Explanation:**

#### QUESTION 51

After adding and configuring the Contact Center Multimedia (CCMM) server, additional reports are available to you based on information stored within the CCMM server database. Which two new report types are now available for report creation under the Public Report Template folder? (Choose two.)

- A. Configuration Reports
- B. Call-by-Call Reports
- C. Multimedia Reports
- D. Agent Performance Reports
- E. Outbound Reports
- F. Contact Summary Reports

**Correct Answer: C, E**

**Section:**

**Explanation:**

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#### QUESTION 52

When performing an immediate backup in the Contact Center Database Maintenance utility, which application is the only one that is not selected by default?

- A. ????
- B. CCMS
- C. ADMIN
- D. Offline

**Correct Answer: B**

**Section:**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/100141967>

#### QUESTION 53

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

**Correct Answer: B**

**Section:**

**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 54**

You want to perform a backup of the Contact Center database. Which tool do you use to perform the backup?

- A. Database Maintenance utility
- B. RefClient
- C. High Availability
- D. Data export utility

**Correct Answer: A**

**Section:**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/100141967#:~:text=Backup%20information&text=You%20can%20use%20the%20Database,and%20Contact%20Center%20Multimedia%20servers>

**QUESTION 55**

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

**Correct Answer: A**

**Section:**

**Explanation:**

**QUESTION 56**

Agents will use Disposition Codes after closing an outbound contact. For which purpose is a disposition code used by agents?

- A. To record the dialing of an outbound call
- B. To record the state of an outbound call
- C. To answer an outbound call
- D. To end the outbound call

**Correct Answer: D**

**Section:**

**Explanation:**

Reference: [https://documentation.avaya.com/bundle/usingAvayaWorkspacesforOceana\\_r381/page/Using\\_outbound\\_interaction\\_routed\\_through\\_POM.html](https://documentation.avaya.com/bundle/usingAvayaWorkspacesforOceana_r381/page/Using_outbound_interaction_routed_through_POM.html)

**QUESTION 57**

Which tool is used to create cleanup rules and scheduled tasks in Contact Center Multimedia (CCMM)?

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

**Correct Answer: C**

**Section:**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/101059089> (114)

**QUESTION 58**

A user is assigning a skillset to a call while creating a new outbound campaign. What is the result if the skillset field is left blank?

- A. The campaign stops functioning.
- B. The campaign will not be created.
- C. The campaign will not receive data.
- D. The campaign will receive calls but no agent is assigned.

**Correct Answer: D**

**Section:**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/101059059>

**QUESTION 59**

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

**Correct Answer: A**

**Section:**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/101059089> (82)

**QUESTION 60**

Which tool displays the status counts for each multimedia contact type?

- A. Contact Center Database Dashboard
- B. Multimedia Data Management
- C. Multimedia Dashboard
- D. Contact Center Database Maintenance

**Correct Answer: B**

**Section:**

**Explanation:**

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