

DUMPS ARENA

Avaya Aura Contact Center Multimedia Implementation Exam

Avaya 6211

Version Demo

Total Demo Questions: 10

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QUESTION NO: 1

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.
- B.** 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.

ANSWER: B**Explanation:**

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

External Web server transactions

Contact Center Multimedia receives contacts from the External Web server through the Contact Center Multimedia Web services. The Web services provide a Java API. This enables contacts to be written into the Contact Center Multimedia database, retrieved from the database, and have their status queried.

Contacts received through the Web services do not pass through the Rules Engine. The External Web server determines the skillset and priority assigned to the contact.

A set of sample pages is distributed through DevConnect to provide examples of how a Web server can access the Web services. You must create your own Web pages, with customized look, feel, and business logic.

QUESTION NO: 2

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

Avaya Aura® Contact Center uses the media processing capabilities of Avaya Aura® Media Server to:

- Conference customer and agent speech paths with media treatments.
- Conference additional parties, or features, with customer or agent calls.
- Play locale-specific media files for announcements and treatments.
- Play locale-specific media files for signaling tones, such as ringback and busy.
- Play notification tones for features such as barge-in and agent observe.
- Play streamed music into contact center calls.
- Play scripted music into contact center calls.
- Support Agent Greeting.
- Support SIP Call Recording.
- Collect DTMF digits.

QUESTION NO: 3

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

ANSWER: B D**Explanation:**Reference: <https://downloads.avaya.com/css/P8/documents/100093298>

Using CCT Reference Client for troubleshooting

In addition to using the Reference Client to verify the Communication Control Toolkit installation, you can use the Communication Control Toolkit Reference Client as a diagnostic tool with Avaya Aura™ Contact Center Release 6.0/6.1. The Reference Client application is designed to troubleshoot your client applications.

If the Reference Client does not demonstrate the functionality you require, then there is a problem in your client application. Otherwise, there is a problem with the Communication Control Toolkit server software.

You can use the Reference Client application to do the following:

- Verify the server settings, if required.
- View agent, device, or contact details.
- View the event log.
- Test telephone functions.

QUESTION NO: 4

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

ANSWER: B C D

Explanation:

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

QUESTION NO: 5

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 NO: 6

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

ANSWER: B D

QUESTION NO: 7

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

A Web On Hold URL group is a sequence of URLs that can be presented in the web browser of a customer while the customer waits for an agent in a web communication. You can define the time for which each URL must appear on the web browser of the customer.

The Web On Hold URL presents each message in the group in a sequence. The first message presents after reaching the specified delay and then the second message in the group is presented. Every message is presented in a sequence after reaching a specified delay. After all the messages in the group are presented, the Web On Hold URL resets to the first sequence in the group to present the first message.

QUESTION NO: 8

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)

Preview and Predictive Outbound Dialing

With preview dialing, the agent receives customer details, and after a defined period of time, the agent or system dials the customer. At this point the agent must wait for the customer to answer the call or disposition accordingly, for example, busy, ring no answer, or voice mail. This reduces the agent's potential talk time.

Predictive Outbound dialing is different from preview dialing. Instead of waiting for an agent to become available, The system predicts the availability of an agent and initiates calls accordingly. The pacing algorithm manages the prediction capability and uses a combination of historical statistics and other data to decide if the system initiates calls. The system also filters the busy signals and no answer calls for the agents. Therefore, agents receive only available customers. Predictive Outbound dialing maximizes the agents' productivity.

QUESTION NO: 9

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

ANSWER: C D

Explanation:

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

15. From the **Launch State** drop-down list, select the event to open Basic screen pops. You can select one of the following:

- **Active:** The screen pop application opens when an agent answers a contact.
- **Alerting:** The screen pop application opens when Agent Desktop displays an alert for a work item.

Note:

You can configure a maximum of 20 basic screen pops. However, you can configure up to five screen pops only to open on Agent Desktop for each event.

QUESTION NO: 10

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?

New Screenpop

Step 7 of 7 - Presentation Options

Optionally select if a url launches internally on Agent Desktop and the internal screenpops close when the contact is closed

Presentation Options

Launch Screenpop in a tab inside AAAD

Auto Close Screenpop tab(s) on Work Item Release

Information

Screenpop saved. Changes to the Screenpop settings will take affect when agents relaunch Agent Desktop.

Screenpop Summary

"Test Screenoop 1" will launch the application
www.google.com/search?=(Skillset)xyzyzydydys(AD_CLID)srirdydyd (CONTACTID)
for Active contacts of type Voice, E-mail
satisfies the filter 'SpecificSkillsets'

Help << Prev Finish

- 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

ANSWER: A

Explanation:

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