



# 6209<sup>Q&As</sup>

Avaya Aura Contact Center CCT and Multimedia Implementation

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**QUESTION 1**

A technician is adding an agent in the Contact Center Manager Administration (CCMA) utility. But no option to add Communication Control Toolkit (CCT) user account details is presented. What option must be taken to solve this problem?

- A. The agent user type must be set to supervisor agent
- B. Enter the SIP address of the agent ...the voice uri server
- C. The "Create CCT agent" option must be selected
- D. The agent first and last name must be populated

Correct Answer: C

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**QUESTION 2**

When verifying the installation using the Communication Control Toolkit (CCT) reference client. A message is received stating that the server is not authorized for the CCT database even though the agent is configured correctly in the Contact Center Manager Administration (CCMA) utility. What is the process to verify that the user data was pushed in CCT database correctly?

- A. Use the CCT Console and import Windows accounts to verify that the account exists in the domain
- B. Remove and re-configure the agent using the Contact Center Manager Administration Utility
- C. Use the CCT WebAdmin to verify that the agent and the user account are associated
- D. Check the CCT Console and the deployment type for the Contact Center Manager server IP addresses

Correct Answer: A

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**QUESTION 3**

Which service contains the inbound message handler (IMH) component?

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

Correct Answer: B

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#### QUESTION 4

Open Queue is part of what Communication Control Toolkit subcomponent?

- A. JAVA API
- B. Advanced Scripting
- C. Lite Communication Control Toolkit API
- D. Contact Management Framework

Correct Answer: D

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#### QUESTION 5

Where can the settings are configured for the inbound mail handler (IMH) such as the time between intervals?

- A. Through the Contact Center Manager Administration Network configurations screen
- B. Through the email server
- C. Through the Outbound Campaign Manager
- D. Through the Multimedia Administrator

Correct Answer: A

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