



6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

The Contact Center supervisor is creating an outbound campaign. Where is it loaded?

- A. It is loaded on the Contact Center Manager Server (CCMS) database where it creates contacts and presents them to the CCMS via Open Queue
- B. It is loaded on the Contact Center Multimedia (CCMM) server database where it creates contacts and presents them to CCMS via Open Queue
- C. It is loaded on the Communications Control Toolkit (CCT) database where it creates contacts and presents them to CCMS via Open Queue
- D. It is loaded on external database

Correct Answer: B

QUESTION 2

A technician has completed a Communication Control Toolkit (CCT) installation. What post install task must be undertaken in order to prevent undesirable issues which may interfere with normal operation of the contact center?

- A. Disable TCP port
- B. Disable Simple Network Management Protocol
- C. Disable the Secure Access Link
- D. Disable Java Runtime Environment updates

Correct Answer: D

QUESTION 3

When verifying the Contact Center Multimedia (CCMM) installation, how would you verify the multimedia database?

- A. Browse to <http://csp/multimedia/ws.Contact.cls> and verify the Web Service ws.Contact Web Page
- B. Ensure that the CCMM services are running
- C. Open the Database Maintenance utility and select "verify database"
- D. Use the Reference Client to send and receive a Multimedia type contact

Correct Answer: A

QUESTION 4



A technician needs to install Avaya Aura Contact Center Communication Control Toolkit (CCT) in a standalone application on a customer supplied server that has 4GB RAM installed. Which action should be taken?

- A. Accept the server because the RAM provided meets the recommended minimum
- B. Inform the customer that the minimum recommended RAM for this installation is 6 GB
- C. Inform the customer that the minimum recommended RAM for this installation is 8 GB
- D. Use the Capacity Assessment Tool (Cap Tool) to verify that the 4GB RAM provided with the server meets the contact center capacity requirements

Correct Answer: D

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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