



6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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**QUESTION 1**

You have installed an Avaya Aura Contact Center System with Communication Control Toolkit (CCT) and Contact Center Multimedia (CCMM). The customer has started using an outbound campaign, but an available agent is not presented in outbound contacts. Which component presents the outbound contacts to the agent through Avaya Aura Agent Desktop?

- A. CCMS
- B. CCT
- C. CCMM
- D. CCMA

Correct Answer: B

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

QUESTION 3

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

QUESTION 4

Which service provides the current interface into the database for all Communication Control Toolkit (CCT) services?

- A. NCCT SMON
- B. NCCT DAL
- C. NCCT server
- D. NCCT OI Service

Correct Answer: C

QUESTION 5

E-mail server contacts are retrieved from a POP3 capable email server using the Inbound Message Handler (IMH). The IMH runs at regular intervals. Which two settings can be configured for IMH? (Choose two).

- A. Time between intervals
- B. E-mail message response threshold
- C. Number of e-mails retrieved from the mailbox during each run
- D. Callback minimum and maximum timers

Correct Answer: AC

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