



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

Avaya Aura Contact Center CCT and Multimedia Implementation

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**QUESTION 1**

A new install of Contact Center Multimedia (CCMM) is configured properly and is operational. The technician wants to perform a backup of the CCMM database. Which tool is used to perform the backup?

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

Correct Answer: A

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**QUESTION 2**

An agent with Avaya Aura Agent Desktop cannot log into the Contact Center. The technician needs to verify network connectivity from the agent PC to the Contact Center Multimedia server. Which command is used to verify the physical network connection between agent PC to the CCMM server?

- A. Arp
- B. Ping
- C. Tracert
- D. Ipconfig

Correct Answer: B

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**QUESTION 3**

A customer is using Contact Center Multimedia (CCMM) to provide web services for integrating with their Contact Center. They have three domains, one contains Contact Manager Server (CCMS), one contains Communication Control Toolkit (CCT) and one contains Avaya Aura Agent Desktop (AAAD). Which two statements describe the conditions that are required? (Choose two).

- A. The AAAD domain must have a two-way trust relationship with CCMM domain
- B. The CCT domain must have a two-way trust relationship with both the CCMM and the AAAD domains
- C. The CCMM domain must have a two-way trust relationship with both the CCT and the AAAD domains
- D. The CCT and CCMM servers must be in a different domain to the AAAD users

Correct Answer: BC

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**QUESTION 4**

A technician has installed Communication Control Toolkit (CCT) and wants to import Windows users from the customers network. In order to import Windows domain users into the CCT database, what two criteria must exist between the CCT server and the Windows Domain Controller? (Choose two).

- A. The users are local users on the Communication Control Toolkit server
- B. The Windows users are in the same domain as the Communication Control Toolkit server
- C. A two-way trust relationship is configured between the Window user\\'s domain Communication Control Toolkit server\\'s domain
- D. The Windows users are in a separate and untrusted domain from the Communication Control Toolkit server

Correct Answer: BC

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**QUESTION 5**

After adding and configuring the Contact Center Multimedia (CCMM) server, additional reports are available to you based on information stored in the CCMM server database. What two new report types are now available for Report Creation under the public report template folder? (Choose two)

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

Correct Answer: BE

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