



6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

The customer with Contact Center Multimedia (CCMM) installed and configured does not get emails to agents when logged in on the inbound skillset with AAAD. Which three system parameters can be checked in the CCMM dashboard to troubleshoot this problem? (Choose three).

- A. Server Availability
- B. CCMM Server performance
- C. Mailbox status
- D. CCMM Contacts by Type
- E. Maximum contact wait time

Correct Answer: ABD

QUESTION 2

A technician has installed Contact Center Multimedia (CCMM) within the Contact Center environment. Multimedia skillsets must be defined in the Contact Center Administration (CCMA) for multimedia routing to occur. What name convention differentiates multimedia skillsets from voice skillsets?

- A. Add a multimedia suffix to the skillset name
- B. Add a multimedia prefix to the skillset name
- C. Add a multimedia disposition code to the skillset name
- D. Add multimedia to the skillset name.

Correct Answer: B

QUESTION 3

A technician is installing the Avaya Aura Agent Desktop (AAAD) on an agent computer. Contact Center Multimedia (CCMM) is not installed on this solution. When browsing, where can the AAAD installation page be found?

- A. <http://agentdesktop> where is the server name or IP address of the Contact Center Manager Administration server
- B. <http://agentdesktop> where is the server name or IP address of the Contact Center Multimedia server
- C. <http://agentdesktop> where is the server name or IP address of the Communication Control Toolkit server
- D. <http://support.avaya.com> Web site



Correct Answer: C

QUESTION 4

A technician is installing a Contact Center Multimedia for a Contact Center installation. Which statement about the minimum requirement for a network connection is true?

- A. No connections are needed
- B. One connection is needed
- C. Two connections are needed, with one connection on the ELAN subnet
- D. Three connections are needed, with one connection on the ELAN subnet, and one connection for the server subnet

Correct Answer: A

QUESTION 5

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

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