



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

Avaya Aura Contact Center CCT and Multimedia Implementation

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### QUESTION 1

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 2

You are planning a co-resident Avaya Aura Contact Center with Contact Center Multimedia. You know that the co-resident installation will have greater hardware requirements than a standalone installation. What tool will you use to access the server hardware requirements for this installation?

- A. Avaya Aura Contact Center AACC Multimedia Administrative Tool
- B. AACC Manager Capacity Assessment Tool
- C. AACC Multimedia Web Administration Tool
- D. AACC Manager Capacity Enablement Tool

Correct Answer: B

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### QUESTION 3

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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#### QUESTION 4

You have installed Communication Control Toolkit (CCT) and need to add the CCT server in the Contact Center Administration (CCMA) web interface and associate it to a Contact Center Manager Server (CCMS). After adding the CCT server, you are unable to associate it with the CCMS, what is a problem with this installation?

- A. No CCT users have been created
- B. The CCT server does not have valid licenses
- C. The CCT server has not been added in CCMA
- D. Open Queue has not been enabled on the CCMS

Correct Answer: D

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#### QUESTION 5

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

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