



6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

The technician has installed a Contact Center multimedia (CCMM) email and web services to the Contact Center solution. What do the customers email and web server connect to?

- A. Customer LAN
- B. Contact Center Server Subnet
- C. Customer server ELAN
- D. Contact Center Server ELAN

Correct Answer: A

QUESTION 2

When adding Communication Control Toolkit (CCT) server to the configuration page of the Contact Center Manager Administration (CCMA). Which server do you need to associate with the CCT server?

- A. Contact Center Manager Server (CCMS)
- B. CCMA
- C. License Manager
- D. Contact Center Multimedia (CCMM)

Correct Answer: A

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

The customer wants to implement a Contact Center Multimedia (CCMM) to support a multimedia environment. Which two digit function server types could be used for the multimedia architecture? (Choose two).

- A. FTP server
- B. Corporate E-mail server
- C. Corporate Web server
- D. Terminal server

Correct Answer: BC

QUESTION 5

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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