

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

Avaya Aura Contact Center CCT and Multimedia Implementation

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## QUESTION 1

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

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## QUESTION 2

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 3

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 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

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## QUESTION 5

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

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