

6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

Agents must be associated with appropriate contact center windows user with the Contact Center Manager Administration (CCMA) server. From which CCMA menu component do you add agents?

- A. Multimedia
- B. Contact Center Management
- C. Access and Partition Management
- D. Configuration

Correct Answer: B

QUESTION 2

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

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 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 5

A technician is installing the Avaya Aura Agent Desktop (AAD) on an agent computer. Which three prerequisite software packages are installed as part of this installation? (Choose three).

- A. Microsoft Visual Basic 6.0
- B. Microsoft .NET Framework 3.5
- C. Windows Installer 3.1 Redistributable (v2)
- D. Microsoft Visual C++ 2008 Redistributable Package (x86)
- E. Windows Installer CleanUp Utility 2.5.0.1

Correct Answer: BCD

QUESTION 6

You have completed the co-resident installation including Contact Center Manager Administration (CCMA), Contact Center Manager Server (CCMS) and Communication Control Toolkit (CCT). What action is required to set the deployment type in the CCT console?

- A. Select the standalone CCT installation (Contact Center only) where CCMM is part of the solution and the OpenQ feature is enabled on the CCMM
- B. Select the CCT Installation (Contact Center only) co-resident where CCMM is not part of the solution and the OpenQ feature is disabled on the CCMS
- C. If CCT is installed co-resident with CCMS, the setting is configured automatically, no action is required to set the deployment type
- D. Select the standalone CCT installation (Contact Center or Knowledge Worker) where CCMM is not part of the solution and the OpenQ feature is disabled on

Correct Answer: A

QUESTION 7

A technician is preparing to do his partitioning on a co-resident Contact Center Manager Server (CCMS). All database drives must be partitioned in what size increments?

- A. 1 GB
- B. 2 GB
- C. 3 GB
- D. 4 GB

Correct Answer: A

QUESTION 8

A technician needs to install a Contact Center Multimedia (CCMM) that is a standalone application on a customer supplied server. The Contact Center must be able to support between 600 and 1000 multimedia agents. Which CPU is recommended for this installation?

- A. 2 x Intel Pentium IV 1.8 GHz
- B. 1 x Intel Celeron 2.0 GHz
- C. 2 x Intel Itanium (IA 64) 2.8 GHz
- D. 2 x Intel Quad-Core Xeon 3.0 GHz

Correct Answer: D

QUESTION 9

A technician needs to install Avaya Aura Contact Center Communication Control Toolkit (CCT) in a standalone application on a customer supplied server that has 4GB RAM installed. Which action should be taken?

- A. Accept the server because the RAM provided meets the recommended minimum
- B. Inform the customer that the minimum recommended RAM for this installation is 6 GB
- C. Inform the customer that the minimum recommended RAM for this installation is 8 GB
- D. Use the Capacity Assessment Tool (Cap Tool) to verify that the 4GB RAM provided with the server meets the contact center capacity requirements

Correct Answer: D

QUESTION 10

A customer wants to implement Contact Center Multimedia (CCMM) but is worried about security. Given the information in the exhibit, what should be done to enable rollback to the current Windows firewall policy before importing the Avaya Aura Contact Center firewall policy?

- A. Export the existing firewall policy
- B. Manually modify the firewall settings
- C. Restore a saved firewall policy
- D. Use the Microsoft default firewall

Correct Answer: A

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