

## Avaya.6209.v2022-10-13.q18

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### NEW QUESTION: 1

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. CCMM
- B. CCT
- C. CCMA
- D. CCMS

**Answer:** ([SHOW ANSWER](#))

### NEW QUESTION: 2

E-mail server contacts are retrieved from a POP3 capable email server using the Inbound Message Handler (IMH). The IMH runs at regular intervals. Which two settings can be configured for IMH? (Choose two).

- A. Time between intervals
- B. Callback minimum and maximum timers
- C. Number of e-mails retrieved from the mailbox during each run
- D. E-mail message response threshold

**Answer:** ([SHOW ANSWER](#))

### NEW QUESTION: 3

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

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 4**

What describes the installation of an Avaya Aura Agent Desktop (AAAD) with the use of Microsoft's .NET framework?

- A. A web browser installation
- B. An application installation
- C. Click Once Deployment technology
- D. A URL installation

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 5**

A technician is installing a Contact Center Multimedia (CCMM) on a standalone server platform. The PVI Check utility returns a warning of a system readiness check problem. Which statement about warnings in the system readiness checks warning is true?

- A. The software installation stops the problem and must be corrected before proceeding
- B. The warnings can be ignored as long as the potential impact to the operation of the Contact Center is understood and not deemed to be applicable for the specific installation
- C. The software installation stops and the PVI check utility must be rerun until all warnings are cleared
- D. The software installation stops and before proceeding, a step must be chosen from each warning screen as long as potential impact to confirmation that Contact Center is undisturbed

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 6**

Where can the settings are configured for the inbound mail handler (IMH) such as the time between intervals?

- A. Through the Contact Center Manager Administration Network Configurations screen
- B. Through the email server
- C. Through the Multimedia Administrator
- D. Through the Outbound Campaign Manager

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 7**

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

- A. Microsoft .NET Framework 3.5

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

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 8**

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

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 9**

You want control of when and how Avaya or any other service partner can access your equipment. You will need to configure the remote access architecture and remote desktop connection. What do you use along with Remote Desktop Connection features to add access your equipment?

- A. Avaya Remote Access Link
- B. Avaya Secure Control Link
- C. Avaya Secure Access Link
- D. Avaya Remote Connection Link

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 10**

Windows 2008 enables the firewall if connected to a domain. What does Avaya recommend to ensure client server connectivity?

- A. Add the Communication Control Toolkit (CCT) portal to the Windows 2008 firewall exception list
- B. Disable the anti-virus software that is installed
- C. Disable the firewall
- D. Import the Avaya Aura Contact Center firewall security policy

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 11**

A customer is using Contact Center Multimedia (CCMM) to provide web services for integrating with their Contact Center. They have three domains, one contains Contact Manager Server

(CCMS), one contains Communication Control Toolkit (CCT) and one contains Avaya Aura Agent Desktop (AAAD). Which two statements describe the conditions that are required? (Choose two).

- A. The CCT domain must have a two-way trust relationship with both the CCMM and the AAAD domains
- B. The AAAD domain must have a two-way trust relationship with CCMM domain
- C. The CCMM domain must have a two-way trust relationship with both the CCT and the AAAD domains
- D. The CCT and CCMM servers must be in a different domain to the AAAD users

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 12**

The routing rules in Contact Center Multimedia (CCMM) make several complex decisions to decide the handling and routing of the multimedia contacts. What are three things that refer to the routing rules? (Choose three).

- A. Priority
- B. KeyWord Group
- C. FromAddress
- D. ToAddress
- E. Skillset

**Answer:** B,C,D ([LEAVE A REPLY](#))

#### **NEW QUESTION: 13**

A technician has installed Contact Center Multimedia (CCMM) in the contact center and will use Avaya Aura Agent Desktop (AAAD) to respond to customer e-mail contacts. Which three e-mail features are available in the AAAD? (Choose three).

- A. Autosignature
- B. Expires after setting
- C. Suggested responses
- D. Address book
- E. Voting buttons

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 14**

When verifying the Contact Center Multimedia (CCMM) installation, how would you verify the multimedia database?

- A. Ensure that the CCMM services are running
- B. Browse to `http://<server name>/csp/multimedia/ws.Contact.cls` and verify the Web Service ws.Contact Web Page
- C. Open the Database Maintenance utility and select "verify database"
- D. Use the Reference Client to send and receive a Multimedia type contact

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 15**

It is recommended that third-party software not be installed on a Communication Control Toolkit (CCT) server because untested third-party software compromises the system performance. What is an exception to this rule?

- A. Screen savers
- B. Antivirus software
- C. Microsoft Office suite
- D. Disk compression utilities

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 16**

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

Answer: ([SHOW ANSWER](#))

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**NEW QUESTION: 17**

The Contact Center supervisor is creating an outbound campaign. Where is it loaded?

- A. It is loaded on the Communications Control Toolkit (CCT) database where it creates contacts and presents them to CCMS via Open Queue
- B. It is loaded on the Contact Center Manager Server (CCMS) database where it creates contacts and presents them to the CCMS via Open Queue
- C. It is loaded on external database
- D. It is loaded on the Contact Center Multimedia (CCMM) server database where it creates contacts and presents them to CCMS via Open Queue

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 18**

A customer with Contact Center Multimedia (CCMM) installed needs to create, modify and monitor outbound campaigns. Which CCMM tool, accessed from the Contact Center Management Administration (CCMA) application can provide this functionality?

- A. The Multimedia Contact manager
- B. The E-mail Manager
- C. The Outbound Campaign management Tool
- D. The Contact Center Multimedia Administrator

**Answer: ([SHOW ANSWER](#))**

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