



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

Avaya Aura Contact Center CCT and Multimedia Implementation

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#### QUESTION 1

Which two services for Contact Center Multimedia (CCMM) are set as mandatory automatic startup? (Choose two.)

- A. CCMM License Service
- B. CCMM Campaign Scheduler Service
- C. CCMM OAM Service
- D. CCMM Starter Service

Correct Answer: AD

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#### QUESTION 2

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

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#### QUESTION 3

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 Outbound Campaign Manager
- D. Through the Multimedia Administrator

Correct Answer: A

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#### QUESTION 4

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

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#### QUESTION 5

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

Correct Answer: B

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