



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

Avaya Aura Contact Center CCT and Multimedia Implementation

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**QUESTION 1**

When verifying the installation using the Communication Control Toolkit (CCT) reference client. A message is received stating that the server is not authorized for the CCT database even though the agent is configured correctly in the Contact Center Manager Administration (CCMA) utility. What is the process to verify that the user data was pushed in CCT database correctly?

- A. Use the CCT Console and import Windows accounts to verify that the account exists in the domain
- B. Remove and re-configure the agent using the Contact Center Manager Administration Utility
- C. Use the CCT WebAdmin to verify that the agent and the user account are associated
- D. Check the CCT Console and the deployment type for the Contact Center Manager server IP addresses

Correct Answer: A

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**QUESTION 2**

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. Import the Avaya Aura Contact Center firewall security policy
- C. Disable the firewall
- D. Disable the anti-virus software that is installed

Correct Answer: B

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**QUESTION 3**

When adding the Contact Center Multimedia (CCMM) server to the configuration pages of Contact Center Manager Administration (CCMA), what username and password must be supplied to the server to register?

- A. Sysadmin, \_\_avaya
- B. Administrator, "server password"
- C. Webadmin, webadmin
- D. mmReport, mmRep

Correct Answer: D

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#### QUESTION 4

After adding and configuring the Contact Center Multimedia (CCMM) server, additional reports are available to you based on information stored in the CCMM server database. What two new report types are now available for Report Creation under the public report template folder? (Choose two)

- A. Call-by-Call Reports
- B. Multimedia reports
- C. Configuration Reports
- D. Agent Performance Reports
- E. Outbound Reports
- F. Contact Summary Reports

Correct Answer: BE

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#### QUESTION 5

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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