

6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

Which service provides the current interface into the database for all Communication Control Toolkit (CCT) services?

- A. NCCT SMON
- B. NCCT DAL
- C. NCCT server
- D. NCCT OI Service

Correct Answer: C

QUESTION 2

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 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
- C. The software installation stops and the PVI check utility must be rerun until all warnings are cleared
- D. 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

Correct Answer: D

QUESTION 3

A technician has completed a Communication Control Toolkit (CCT) installation. What post install task must be undertaken in order to prevent undesirable issues which may interfere with normal operation of the contact center?

- A. Disable TCP port
- B. Disable Simple Network Management Protocol
- C. Disable the Secure Access Link
- D. Disable Java Runtime Environment updates

Correct Answer: D

QUESTION 4

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 5

The customer with Contact Center Multimedia (CCMM) installed and configured does not get emails to agents when logged in on the inbound skillset with AAAD. Which three system parameters can be checked in the CCMM dashboard to troubleshoot this problem? (Choose three).

- A. Server Availability
- B. CCMM Server performance
- C. Mailbox status
- D. CCMM Contacts by Type
- E. Maximum contact wait time

Correct Answer: ABD

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