

6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

A technician has installed Communication Control Toolkit (CCT). Which three elements are added to the event viewer? (Choose three)

- A. NCCT Call Log
- B. NCCT Security
- C. NCCT Audit Log
- D. NCCT Error Log
- E. NCCT System Log

Correct Answer: BCD

QUESTION 2

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 3

The customer wants to implement a Contact Center Multimedia (CCMM) to support a multimedia environment. Which two digit function server types could be used for the multimedia architecture? (Choose two).

- A. FTP server
- B. Corporate E-mail server
- C. Corporate Web server
- D. Terminal server

Correct Answer: BC

QUESTION 4

A technician is installing the Avaya Aura Agent Desktop (AAD) on an agent computer. Contact Center Multimedia (CCMM) is not installed on this solution. When browsing, where can the AAD installation page be found?

- A. <http://agentdesktop> where is the server name or IP address of the Contact Center Manager Administration server
- B. <http://agentdesktop> where is the server name or IP address of the Contact Center Multimedia server
- C. <http://agentdesktop> where is the server name or IP address of the Communication Control Toolkit server
- D. <http://support.avaya.com> Web site

Correct Answer: C

QUESTION 5

Which service contains the inbound message handler (IMH) component?

- A. Contact Center Multimedia (CCMM) License Service
- B. CCMM Campaign Scheduler Service
- C. CCMM E-mail Manager Service
- D. CCMM Starter Service

Correct Answer: B

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