

6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

Which statement regarding Contact Center Multimedia (CCMM) transactions and agent capacity are true?

- A. CCMM supports up to 12000 transactions per hour with a maximum of 500 active multimedia agents
- B. CCMM supports up to 1200 transactions per hour with a maximum of 200 active multimedia agents
- C. CCMM supports up to 6000 transactions per hour with a maximum of 800 active multimedia agents
- D. CCMM supports up to 12000 transactions per hour with a maximum of 3000 active multimedia agents
- E. CCMM supports up to 8000 transactions per hour with a maximum of 800 active multimedia agents

Correct Answer: D

QUESTION 2

A technician has installed Communication Control Toolkit (CCT) and Contact Center Multimedia (CCMM), Contact Center Manager Server (CCMS) and Contact Center Manager Administration (CCMA). The customer would like to create scripts or graphical ows to verify contacts in Contact Center. Which component of the CCMA would be used to create ows?

- A. Configuration
- B. Contact Center Management
- C. Orchestration Designer
- D. Access and Partition Management

Correct Answer: C

QUESTION 3

What is the sequence that components use when handling the routing on an E-mail contact with Avaya Aura Contact Center?

- A. E-mailManager> Multimedia Contact Manager Client > CCMM Database > CMS
- B. E-mailManager> CCMM Database > Multimedia Contact Manager Client > CMS
- C. CCMM Database > E-mailManager> Multimedia Contact Manager Client > CMS
- D. CCMM Database > Multimedia Contact Manager Client > E-mailManager> CMS

Correct Answer: B

QUESTION 4

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

QUESTION 5

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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