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Exam : **6209**

Title : Avaya Aura Contact Center CCT and Multimedia Implementation Exam

Version : Demo

1.The technician needs to install an Avaya Aura Contact center in a co-resident configuration to support a contact center with less than 200 agents or less than 12000 calls per hour. The Contact Center Support Multimedia Outbound and Universal Networking. The co-resident applications link through Contact Center Manager Server, License Manager, Contact Center Manager infrastructure, Communication Control Toolkit, Contact Center Multimedia, Server Utility and Avaya Media Server. For this installation, what is the drive letter and size of the hard disk partition required for the Avaya Aura Contact Center application?
A. C:\ and 60 GB
B. D:\ and 80 GB
C. E:\ and 120 GB
D. F:\ and 300 GB
Answer: B

2.A network drive is being mapped that will be used to setup the Contact Center Multimedia database. The following information is provided:
-The Contact Center Multimedia server name is CCMM001
-The Contact Center Multimedia server IP address is 192.167.140.15
-The backup server name is backup004
-The backup server IP address is 192.167.140.20
-The backup folder name is dbbackup
What is the UNC path for the mapped network drive.?
A. \192.167.140.15\dbbackup
B. \CCMM001\dbbackup
C. \192.167.140.20\dbbackup
D. \dbbackup\backup004
Answer: B

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
Answer: A

4.You have installed Communication Control Toolkit (CCT) and need to add the CCT server in the Contact Center Administration (CCMA) web interface and associate it to a Contact Center Manager Server (CCMS). After adding the CCT server, you are unable to associate it with the CCMS, what is a problem with this installation?
A. No CCT users have been created
B. The CCT server does not have valid licenses
C. The CCT server has not been added in CCMA
D. Open Queue has not been enabled on the CCMS
Answer: D

5.A technician has installed Contact Center Multimedia (CCMM) within the Contact Center environment. Multimedia skillsets must be defined in the Contact Center Administration (CCMA) for multimedia routing to occur.
What name convention differentiates multimedia skillsets from voice skillsets?
A. Add a multimedia suffix to the skillset name
B. Add a multimedia prefix to the skillset name
C. Add a multimedia disposition code to the skillset name
D. Add multimedia to the skillset name.
Answer: B

6.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
Answer: B,D,E

7.A technician is adding an agent in the Contact Center Manager Administration (CCMA) utility. But no option to add Communication Control Toolkit (CCT) user account details is presented.
What option must be taken to solve this problem?
A. The agent user type must be set to supervisor agent
B. Enter the SIP address of the agent …-t he voice uri server
C. The “Create CCT agent” option must be selected
D. The agent first and last name must be populated
Answer: C

8.The technician has installed a Contact Center multimedia (CCMM)email and web services to the Contact Center solution.
What do the customers email and web server connect to?
A. Customer LAN
B. Contact Center Server Subnet
C. Customer server ELAN
D. Contact Center Server ELAN
Answer: A

9.An agent with Avaya Aura Agent Desktop cannot log into the Contact Center. The technician needs to verify network connectivity from the agent PC to the Contact Center Multimedia server.
Which command is used to verify the physical network connection between agent PC to the CCMM server?
A. Arp
B. Ping
C. Tracert

D. Ipconfig
Answer: B

10.A technician has been asked to generate outbound and multimedia reports based on data stored within the Contact Center Multimedia (CCMM) database. The technician must also access multimedia data sources through the Report Creation Wizard for reporting customization. The CCMM server has been added to the Contact Center Manager Administration (CCMA).
Which additional step is required to complete this task?
A. Assign the CCMM server as a reporting server for the Contact Center Manager Server (CCMS)
B. Add the Communication Control Toolkit (CCT) server to theCCMA
C. Add the Microsoft Exchange server to the CCMA
D. Assign the CCT server as a reporting server for the CCMS
Answer: A