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**Vendor:**Avaya

**Exam Code:**6209

**Exam Name:**Avaya Aura Contact Center CCT and  
Multimedia Implementation

**Version:**Demo

### QUESTION 1

Which two services for Contact Center Multimedia (CCMM) are set as mandatory automatic startup? (Choose two.)

- A. CCMM License Service
- B. CCMM Campaign Scheduler Service
- C. CCMM OAM Service
- D. CCMM Starter Service

Correct Answer: AD

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### QUESTION 2

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

Correct Answer: A

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### QUESTION 3

A technician has installed Communication Control Toolkit (CCT) and wants to import Windows users from the customers network. In order to import Windows domain users into the CCT database, what two criteria must exist between the CCT server and the Windows Domain Controller? (Choose two).

- A. The users are local users on the Communication Control Toolkit server
- B. The Windows users are in the same domain as the Communication Control Toolkit server
- C. A two-way trust relationship is configured between the Window user\\s domain Communication Control Toolkit server\\s domain
- D. The Windows users are in a separate and untrusted domain from the Communication Control Toolkit server

Correct Answer: BC

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#### QUESTION 4

A customer is using Contact Center Multimedia (CCMM) to provide web services for integrating with their Contact Center. They have three domains, one contains Contact Manager Server (CCMS), one contains Communication Control Toolkit (CCT) and one contains Avaya Aura Agent Desktop (AAAD). Which two statements describe the conditions that are required? (Choose two).

- A. The AAAD domain must have a two-way trust relationship with CCMM domain
- B. The CCT domain must have a two-way trust relationship with both the CCMM and the AAAD domains
- C. The CCMM domain must have a two-way trust relationship with both the CCT and the AAAD domains
- D. The CCT and CCMM servers must be in a different domain to the AAAD users

Correct Answer: BC

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#### 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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#### QUESTION 6

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 flows to verify contacts in Contact Center. Which component of the CCMA would be used to create flows?

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

Correct Answer: C

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#### QUESTION 7

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

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#### QUESTION 8

A technician has installed Contact Center Multimedia (CCMM) in the contact center and will use Avaya Aura Agent Desktop (AAAD) to respond to customer e-mail contacts. Which three e-mail features are available in the AAAD? (Choose three).

- A. Address book
- B. Voting buttons
- C. Expires after setting
- D. Suggested responses
- E. Autosignature

Correct Answer: ADE

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#### QUESTION 9

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 ...the voice uri server

- C. The "Create CCT agent" option must be selected
- D. The agent first and last name must be populated

Correct Answer: C

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#### **QUESTION 10**

When adding Communication Control Toolkit (CCT) server to the configuration page of the Contact Center Manager Administration (CCMA). Which server do you need to associate with the CCT server?

- A. Contact Center Manager Server (CCMS)
- B. CCMA
- C. License Manager
- D. Contact Center Multimedia (CCMM)

Correct Answer: A

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#### **QUESTION 11**

A customer with Contact Center Multimedia (CCMM) installed needs to create, modify and monitor outbound campaigns. Which CCMM tool, accessed from the Contact Center Management Administration (CCMA) application can provide this functionality?

- A. The Multimedia Contact manager
- B. The Contact Center Multimedia Administrator
- C. The E-mail Manager
- D. The Outbound Campaign management Tool

Correct Answer: D

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#### **QUESTION 12**

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.

Correct Answer: B