

6209^{Q&As}

Avaya Aura Contact Center CCT and Multimedia Implementation

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QUESTION 1

A technician is configuring a Windows 2008 operating system for a co-resident Avaya Aura Contact Center installation which will be deployed in a Windows domain. Which two rules apply to the server name? (Choose two)

- A. Use (_) or (-) allowed within any part of the name
- B. The total length of name is not to be more than 26 characters
- C. The computer name must be unique on the domain
- D. The NetBIOS name must match to the computer name

Correct Answer: CD

QUESTION 2

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 3

A customer has multiple Contact Center Manager Server (CCMS) servers which are networked and operate as a single distributed contact center. Which component manages the Network Skill-based Routing configuration and communication between the servers?

- A. Network Contact Center
- B. Network Capacity Center
- C. Network Control Center
- D. Network Communication Center

Correct Answer: C

QUESTION 4

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

QUESTION 5

When verifying the Contact Center Multimedia (CCMM) installation, how would you verify the multimedia database?

- A. Browse to <http://csp/multimedia/ws.Contact.cls> and verify the Web Service ws.Contact Web Page
- B. Ensure that the CCMM services are running
- C. Open the Database Maintenance utility and select "verify database"
- D. Use the Reference Client to send and receive a Multimedia type contact

Correct Answer: A

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