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Avaya Aura® Contact Center Maintenance and Troubleshooting Exam

Avaya 3313

Version Demo

Total Demo Questions: 10

Total Premium Questions: 63

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QUESTION NO: 1

Which Windows Event Viewer folder contains Communications Control Toolkit (CCT) audit, error, and security log files?

- A. Windows Event Viewer\Performance\Logs
- B. Windows Event Viewer\Windows Logs\System
- C. Windows Event Viewer\Windows Logs\Security
- D. Windows Event Viewer\Windows Logs\Applications
- E. Windows Event Viewer\Applications and Services Logs

ANSWER: E

QUESTION NO: 2

Which Contact Center Multimedia utility is used to view multimedia contacts listed by the type of contact (e.g. Email, IM, Outbound, Web Chat, and etc.)?

- A. CCMA > Multimedia
- B. Multimedia Dashboard
- C. Multimedia Administrator
- D. CCMM Database Logging

ANSWER: A

QUESTION NO: 3

The Avaya Aura® Media Server (AAMS) Event Logs are useful in diagnosing issues where AAMS announcements or other recordings such as music on hold or ringback are not playing.

Which three pieces of information is included in the logs? (Choose three.)

- A. Severity
- B. Event Session
- C. Event ID

D. Event Class

ANSWER: B C D

QUESTION NO: 4

Avaya recommends that audio played by the Avaya Aura® Media server (AAMS) be encoded.

Which three settings are the recommended settings to provide optimum performance? (Choose three.)

- A. Single channel
- B. WAV PCM files
- C. 16-bit
- D. Multiple channels

ANSWER: A C

Explanation:

https://support.avaya.com/resources/sites/AVAYA/content/live/SOLUTIONS/307000/SOLN307565/en_US/Imp

QUESTION NO: 5

A technician is using the Avaya Grep tool to extract and debug Contact Center Call specific logs.

On the Search tab of the Avaya Grep tool, which three Search Parameters can be used to find Call IDs? (Choose three.)

- A. SIP Call Log ID
- B. Customer Phone Number
- C. CSTA/TR87 Call ID
- D. SIP URI

ANSWER: A B C

QUESTION NO: 6

You created a user in Center Manager Administration (CCMA), but the user is not able to login as user after mapping this account.

Which utility can user to verify what accounts have been created and mapped on the CCMA server?

- A. Manager Administration > User accounts
- B. CCMA > User agent
- C. CCMA > User Logins
- D. Manager Administration configuration > CCMA User Migration

ANSWER: B

QUESTION NO: 7

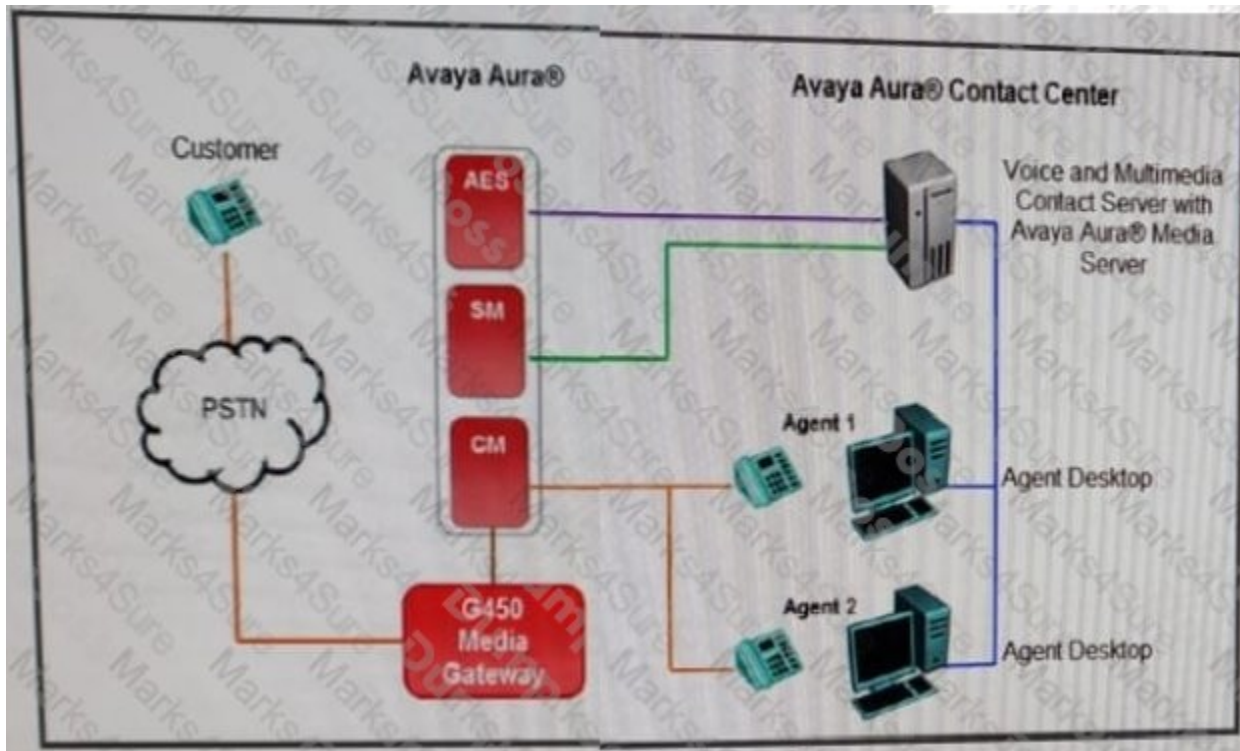
On the Contact Center Manager Server (CCMS), by default, where are current SIP messages logged?

- A. F:\Avaya\ContactCenter\Logs\CCMS\SGM\SipMessages0.log
- B. D:\Avaya\Logs\CCMS\SGM\SipMessages0.log
- C. C:\Avaya\Logs\CCMS\SipMessages0.log
- D. D:\Avaya\Logs\CCMS\CCMS_SGM_SipMessages0.log

ANSWER: D

QUESTION NO: 8

Refer to the Exhibit.



In a SIP-enabled contact center deployment which protocol is used to connect the Application Enablement Service (AES) and Contact Center Manager Server (CCMS)?

- A. TCP
- B. STP
- C. H.323
- D. AML
- E. TR87/TLS

ANSWER: B

QUESTION NO: 9

Avaya Aura® Contact Center supports implementing Secure Real-Time Transport Protocol (SRTP) for voice contacts within the Contact Center. SRTP is an extension to the Real-Time Transport Protocol (RTP) to support secure real-time communications. The primary use of SRTP is to encrypt and authenticate voice over IP on the network.

Before implementing SRTP in Contact Center, you must have TLS on which three links? (Choose three.)

- A. Agent telephones to Communication Manager (CM)
- B. Communication Manager (CM) to Contact Center

- C. Session Manager (ASM) to Contact Center
- D. Contact Center to Avaya Aura® Media Server (AAMS)

ANSWER: A C D

Explanation:

<https://downloads.avaya.com/css/P8/documents/100178588>

QUESTION NO: 10

The phantom Scan Utility (Pscan) is an AACC utility used to scan and perform which three tasks? (Choose three.)

- A. Clear call from the utility and from Real-TIME Display Report.
- B. Disconnect the call if one is present in the system.
- C. View only those calls that are waiting in queue.
- D. View all calls

ANSWER: A B C