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Avaya Aura® Contact Center Maintenance and Troubleshooting Exam

Avaya 3313

Version Demo

Total Demo Questions: 9

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Topic Break Down

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QUESTION NO: 1

In a Voice and Multimedia Contact Server with an Avaya Aura® Media Server (AAMS) co-resident installation, how are license keys provided to the AAMS?

A. When the AAMS is configured as a Media Server in CCMA, Contact Center License Manager pushes the license keys to the AAMS.

B. When the AAMS is configured as a Media Server in CCMA, Contact Center Server pushes the license keys to the AAMS.

C. Contact Center Manager Administration (CCMA) supplies license keys as required.

D. WebLM is configured on the AAMS to provide the required license keys.

ANSWER: C

Explanation:

Contact Center Manager Administration (CCMA) supplies license keys as required. In a co-resident Voice and Multimedia Contact Server deployment, AAMS is integrated with the Avaya Aura Contact Center environment and is administered through CCMA. When the media server is configured in CCMA, CCMA is the management component that provides the AAMS licensing information needed for its contact-center media functions. This arrangement centralizes media-server administration and licensing within the Contact Center management interface, rather than requiring a separate licensing service to be configured directly on the AAMS.

The license allocation is therefore associated with the AAMS configuration held in CCMA and is delivered as needed to enable the media resources used by the contact center. Administrators should ensure that the media server is correctly configured and reachable from CCMA, and that the Contact Center system has the appropriate licensed capacity, so the required AAMS license information can be supplied during operation. Avaya product documentation and support resources for Aura Contact Center are available from Avaya Documentation and Avaya Support.

QUESTION NO: 2

Which two virtualization environments does Avaya Aura® Contact Center (AACC) support? (Choose two.)

A. Citrix XEN Server

B. VMware ESXi 5.x

C. Microsoft Hyper-V

D. VMware ESXi 4.x

ANSWER: B C

Explanation:

Avaya Aura® Contact Center supports deployment in virtualized environments based on VMware ESXi 5.x and Microsoft Hyper-V. These platforms are the supported hypervisor families identified for the AACC release generation reflected by this question. VMware ESXi provides the vSphere-based virtualization layer used to host AACC server virtual machines, while Microsoft Hyper-V provides the corresponding Microsoft virtualization platform. In either case, an installation must meet the applicable AACC sizing, operating-system, virtual-machine resource, storage, network, and high-availability requirements; using a supported hypervisor alone does not remove those requirements. Maintenance personnel should also verify the precise AACC release, service pack, and hypervisor patch level against the compatibility information before building or upgrading a production system, since Avaya support is version-specific. Avaya's product documentation and support portals are the authoritative locations for the installation, virtualization, and compatibility guidance applicable to a deployed release. See the Avaya Support portal and the Avaya Documentation portal for the relevant AACC documentation set.

QUESTION NO: 3

Trace Control is utility used to manager traces for the Contact Center servers.

Which three statements regarding for the Trace Control Utility are true? (Choose three.)

A. The functionality of the Trace Control Utility is split between separate menu tabs for each installed Contact Center application.

B. Logging is controlled with the trace Control Utility.

C. The Trace Control Utility provides the ability to save trace settings in a .doc format.

D. The Trace Control Utility can be accessed from windows > Apps > TraceControl.

ANSWER: A B D

Explanation:

The Trace Control Utility is the centralized Contact Center administrative tool for controlling diagnostic tracing and logging on Contact Center server components. “Logging is controlled with the trace Control Utility” is correct because administrators use the utility to enable, disable, and configure the diagnostic information generated by installed Contact Center applications and services. This supports troubleshooting while allowing trace collection to be limited to the relevant application or component.

“The functionality of the Trace Control Utility is split between separate menu tabs for each installed Contact Center application” is also correct. The utility presents controls in application-specific areas, so the trace settings available reflect the Contact Center applications installed on that server. This organization helps an administrator apply trace configuration to the intended service.

“The Trace Control Utility can be accessed from windows > Apps > TraceControl” is correct for supported Windows environments where Contact Center program shortcuts are exposed through the Windows Apps list. Avaya product documentation and support resources describe the installed Contact Center administration utilities and their supported operating procedures. Consult the relevant Aura Contact Center documentation release for the exact server version and Windows menu presentation: Avaya Documentation Portal and Avaya Support.

QUESTION NO: 4

In Avaya Aura® Contact Center (AACC), how do you create auto-responses from the most commonly used auto suggestions?

A. Run a "Contact Summary" report in Historical Reporting on the Contact Center Manager Administration (CCMA) server and createauto-responses based on the most frequently-occurring e-mail contact topics in the report.

B. Run a "Contacts Closed by Auto-Suggestion, Top 5" historical report from the "Multimedia" folder in Historical Reporting on the Contact Center Manager Administration (CCMA) server, and use the auto-suggestion keywords and responses from the report to create new e-mail auto-responses.

C. Enable "Keyword Reporting" for email contacts in the "E-mail" tool in Contact Center Multimedia (CCMM) Administration, and then use the "Keyword Frequency" tool to determine which keywords should be used to trigger new auto responses.

D. Use the "Auto-Suggest Promotion" tool in Contact Center Multimedia (CCMM) Administration to promote auto-suggestions to auto-responses based on the percentage of contacts for which each autosuggestion was selected.

ANSWER: D

Explanation:

Use the "Auto-Suggest Promotion" tool in Contact Center Multimedia (CCMM) Administration to promote auto-suggestions to auto-responses based on the percentage of contacts for which each autosuggestion was selected. This function is specifically designed to turn proven, frequently selected suggestion content into reusable automated responses. Auto-suggestions assist agents by presenting likely response text while they handle multimedia contacts; promotion provides an administrative workflow for evaluating how often those suggestions were selected and converting the most successful ones into auto-responses. The percentage-based selection metric is important because it identifies suggestions that have demonstrated practical value across actual customer interactions, rather than relying only on topic counts or manually inferred keyword frequency. After promotion, the resulting auto-response can be managed and made available for the applicable multimedia workflow, helping standardize handling of recurring contact requests while reducing the effort required

to compose repetitive replies. Avaya's Aura Contact Center product information describes its multimedia customer-contact capabilities, and Avaya Support is the authoritative source for the version-specific Contact Center Multimedia administration documentation and maintenance material: Avaya Aura Contact Center and Avaya Support.

QUESTION NO: 5

An administrator has enabled Debug tracing for a Contact Center component to reproduce a fault. The fault has been captured and the required log files have been collected.

What should the administrator do next?

A. Return the component trace level to its normal setting.

B. Restart the Contact Center server before collecting the trace files.

C. Delete the debug trace files immediately after reproducing the issue.

D. Leave Debug tracing enabled until the next Service Pack installation.

ANSWER: A

Explanation:

The administrator should return the component trace level to its normal setting. Debug tracing records detailed diagnostic activity and can generate a significant volume of log data. Leaving it enabled unnecessarily can consume available disk space and make subsequent log review more difficult because routine events are recorded in much greater detail.

Trace Control is used to configure Contact Center component logging. After the relevant incident has been reproduced and the logs have been preserved, restoring the normal trace setting maintains the expected operational logging level. Avaya product documentation and release-specific maintenance guidance are available through Avaya Documentation and Avaya Support.

QUESTION NO: 6

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

Explanation:

AAMS Event Logs include **Event Session**, **Event ID**, and **Event Class**. These fields provide the essential correlation and classification data needed when tracing a media-resource problem. Event Session identifies the session context associated with the event, allowing an administrator to relate log activity to the call or media-processing activity under investigation. Event ID supplies the specific identifier for the generated event; this identifier can be used to locate the corresponding event definition or message details in Avaya documentation and support material. Event Class categorizes the event, helping the administrator quickly determine the functional area that produced it and focus troubleshooting on the relevant AAMS component or service. Together, these values let support personnel correlate an observed failure to play an announcement, music-on-hold source, or ringback recording with the AAMS activity recorded at the time of the failure. Avaya product documentation is available through the Avaya Documentation Portal, while product support resources and technical knowledge articles can be accessed from Avaya Support.

QUESTION NO: 7

You can check the size of databases in the CCMM Data management tool. When the current size of the OFFLINE database grows to 75% of the maximum size, CCMM logs this event to log file.

At what percent does CCMM stop automatically synchronizing contacts from the MULTIMEDIA database, thereby preventing you from running manual or scheduled cleanups?

A. 80%

B. 85%

C. 90%

D. 95%

ANSWER: C

Explanation:

90% is the CCMM protection threshold for the OFFLINE database. The CCMM Data Management mechanism monitors OFFLINE database capacity because this database is used to hold contact data synchronized from the MULTIMEDIA database for cleanup and retention processing. A warning event is recorded when utilization reaches 75% of its configured maximum size, allowing an administrator to investigate capacity, cleanup configuration, and database growth before service protection is required.

Once utilization reaches 90%, CCMM stops automatic contact synchronization from the MULTIMEDIA database. This safeguard prevents the OFFLINE database from being driven closer to its maximum capacity and avoids the operational risks associated with an exhausted database. At that point, the administrator must address the database-capacity condition before normal synchronization and cleanup processing can resume. The threshold is therefore a deliberate control point, rather than merely an informational alert, and should be monitored through the CCMM Data Management tool and related logs.

For Avaya product documentation and support resources, consult the Avaya Support site and the Avaya Documentation portal.

QUESTION NO: 8

A technician is collecting information for an intermittent SIP call-routing issue before opening a support case.

Which three call details are most useful for correlating the affected contact through Contact Center SIP logs? (Choose three.)

A. The exact time of the call, including time zone

B. The calling or called telephone number

C. The SIP Call-ID

D. The agent Windows password

E. The browser home page configured on the CCMA client

ANSWER: A B C

Explanation:

The **time and time zone** of the occurrence, the **calling or called telephone number**, and the **SIP Call-ID** are key correlation details. The occurrence time allows the technician to locate the relevant interval in CCMS, AAMS, and integrated-system logs. Calling and called numbers help identify the affected customer contact and route point. The SIP Call-ID is a principal SIP identifier that can be used to follow signaling associated with the same call.

Providing these details with the relevant trace files allows support personnel to locate the call more efficiently and correlate activity across related Contact Center components. Avaya support resources are available through Avaya Support.

QUESTION NO: 9

In a sip-enabled Avaya Aura® Contact Center (AACC) deployment, which component supplies call treatment and call progress tones to external callers?

A. SIP Gateway manager

B. Contact center Media services

C. Avaya Aura Media server

D. Session Manager

ANSWER: B

Explanation:

Contact center Media services is correct because it is the AACC media-processing function used to deliver caller-facing audio during contact-center call handling. In a SIP-enabled deployment, this component provides the media resources required for call treatment, including recorded announcements, queue or treatment audio, music, and call-progress tones presented to external callers. These resources allow Contact Center Manager Server call flows and treatments to provide an appropriate audible caller experience while a call is being routed, queued, transferred, or otherwise handled. The function is particularly important because SIP call control and media delivery are separate concerns: call-control applications determine the treatment to apply, while Contact center Media services supplies and plays the associated media. This aligns with Avaya Aura Contact Center architecture documentation describing the platform's voice and media-service capabilities for managed customer interactions. See Avaya's Avaya Aura Contact Center product information and the Avaya Support documentation portal for AACC deployment and component documentation.