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Avaya Aura Contact Center Maintenance and Troubleshooting

Avaya 3301

Version Demo

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QUESTION NO: 1

You are using the Communication Control Toolkit (CCT) Reference Client to troubleshoot issues with CCT in a SIP based environment. You have started up the Reference Client and connected using the Credentials of a domain account. The Available Desktop Devices list contains a single device, with red icon beside its associated address and status of

"Acquisition Failure".

According to the information presented in the Reference Client, what is the status of the device?

- A. The address is not mapped to the domain account that you used to connect to CCT.
- B. The address has not been configured in CCT.
- C. CCT is unable to control the device via the VR87 protocol.
- D. The device is configured but has been put into Offline mode in CCT.

ANSWER: A

QUESTION NO: 2

Which Avaya Aura Contact Center (AACC) historical report contains the time of arrival, Automatic Number Identification (ANI), answering agent, and final disposition for individual calls?

- A. Contacts Details report
- B. Contacts Received by Skillset report
- C. Contact Summary report
- D. Contact Treatment report

ANSWER: C

QUESTION NO: 3

You are planning an Avaya Aura Contact Center (AACC) deployment. The Information Technology department has requested that you specify host names (or the AACC servers). Which two hostnames meet the server naming requirements specified by Avaya and RFC 1123? (Choose two.)

- A. 01CTCTRSRV
- B. CONTACTCTRSRV01
- C. CONTACTCENTERSRV01
- D. CTCTR SRV01
- E. CTSRV01

ANSWER: B E

QUESTION NO: 4

In an Avaya Aura Contact Center (AACC) multimedia environment with Communications Control toolkit (CCT), which NCCT service is not used in a SIP deployment?

- A. NCCT OI Service
- B. NCCT Service
- C. NCCT SMON
- D. NCCT TAPI Connector
- E. NCCTDALS

ANSWER: D

QUESTION NO: 5

Which two Avaya Aura Contact Center (AACC) components are supported by the capacity Assessment Tool (CapTool)? (Choose two.)

- A. License Manager
- B. Security framework
- C. Contact Center Manager Administration
- D. Avaya Media Server
- E. Avaya Aura Agent Desktop

ANSWER: A C

QUESTION NO: 6

Which two visualization technologies are supported for Avaya Aura Contact Center (AACC)? (Choose two.)

- A. VMWare vSphere 3.0
- B. VMWare vSphere 4.0
- C. Microsoft Hyper-V
- D. Microsoft Virtual Server
- E. XenSecure Xen 3.1.2

ANSWER: B C

QUESTION NO: 7

Which two utilities can be used to uninstall Avaya Aura Contact Center (AACC) software? (Choose two)

- A. the Setup.exe on the AACC installation DVD
- B. the Uninstall.exe located in D:\Avaya\Contact Center\Common Components
- C. the Windows "Add/Remove Programs" utility
- D. the Windows "Programs and Features" utility
- E. The "Uninstall Contact Center" utility located in Start > All Programs > Avaya > Contact Center.

ANSWER: A E

QUESTION NO: 8

Which two options are available (or controlling the generation of licensing alarms by a standalone Avaya Media Server (Avaya MS) (Choose two.)

- A. Avaya MS Nodal Licensing alarms are disabled by default.

- B. Licenses Exhausted
- C. Real Time Usage Active License Percentage
- D. Usage above threshold
- E. Windows Event Viewer\Windows Logs\Applications and Services

ANSWER: B D

QUESTION NO: 9

The C:\WINDOWS\system32\drivers\etc\hosts file on the Contact Center Manager Server (CCMS) contains multiple entries for each host. You have removed the duplicate entries by manually editing the file.

What should you do next to completely resolve the issue?

- A. Run the Server Configuration utility, save and apply all changes, then reboot the CCMS server.
- B. Reboot the CCMS server.
- C. Use the windows services utility to restart the MAS Configuration manager services.
- D. Run the CCMS network Configuration utility, save and apply all changes, then reboot the CCMS server.

ANSWER: C

QUESTION NO: 10

In a SIP environment, which component of Avaya Aura Contact Center (AACC) performs call processing?

- A. .NET
- B. SIP Computer Telephony Integration (CTI)
- C. SIP Gateway Manager
- D. SIP Proxy Server
- E. SIP Redirect Server

ANSWER: D