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Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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QUESTION 1

The Avaya SIP Sleuth tool is used for viewing, analyzing, filtering and querying SIP message logs. Which two logs does Avaya SIP Sleuth support? (Choose two.)

A. AAMS SIP message logs

B. Network SIP message logs

C. CCMS_ASM message logs

D. CCMS SIP message logs

Correct Answer: AD

QUESTION 2

In a SIP-enabled Avaya Aura Contact Center (AACC) deployment, a typical incoming call goes through the following sequence of steps:

1.

The incoming call arrives at the switch.

2.

The switch routes the call to the Contact Center Manager Server (CCMS) based on the routing plan.

What is the next step in the sequence?

A. The SIP Gateway Manager suspends the call. No audio path is established until the call is answered by an agent.

B. The call is redirected to a SIP URI on the Session Manager and an H.323 session is established.

C. The call is answered by the SIP Gateway Manager and a Real- Time Transport protocol (RTP) session is established.

D. The CCMS anchors the call on an Avaya Aura Media server conference port.

Correct Answer: C

QUESTION 3

A technician is troubleshooting a hung call under public tabular Displays > standard Skillset Display.

When using the phantom scan utility (Pscan) to view waiting calls, what will occur when you select a Call ID click the Clear button?

A. The call is disconnected and you must refresh the real-time Display Report.

B. The call is remove from the utility and from the real -time Display report.

C. The call is removed from the utility but will remain on the Real-Time Display Report.

D. The call is removed from the Real-Time Display Report and the call is disconnected.

Correct Answer: A

QUESTION 4

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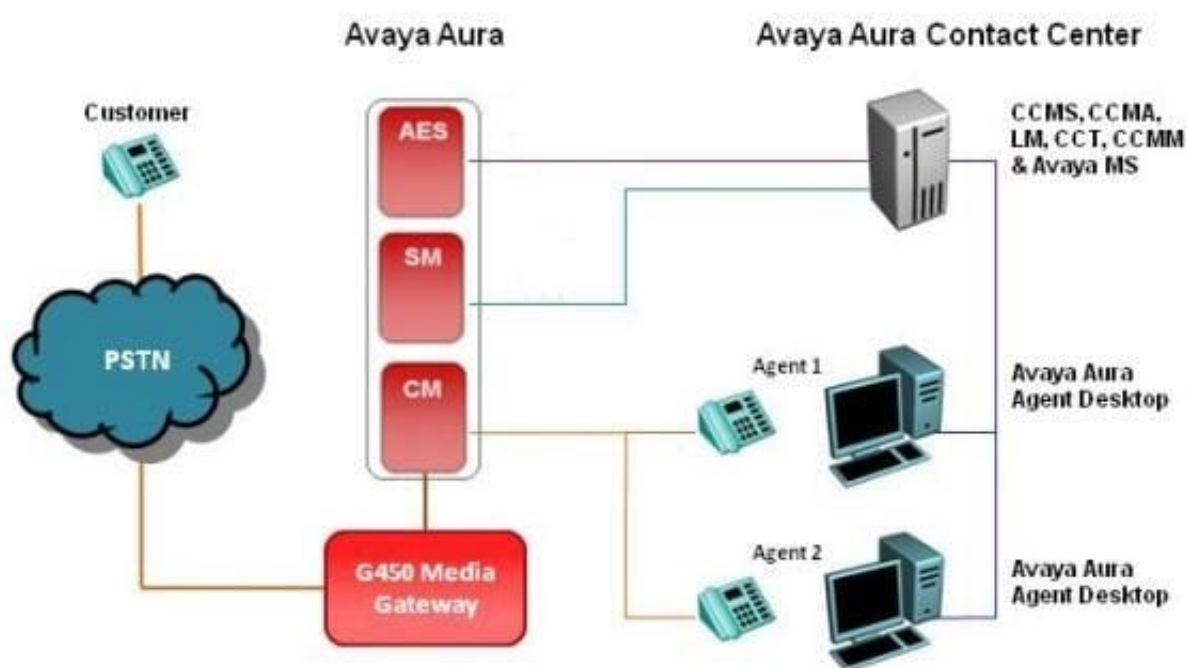
In a SIP-enabled contact center deployment which protocol is used to connect the Application Enablement Service (AES) and Contact Center Manager Server (CCMS)?

A. TCP

B. STP

C. H.323

D. AML

E. TR87/TLS

Correct Answer: B

QUESTION 5

The Avaya Grep SipSequence.html report is generated from a call\\'s SIP Message, and graphically displays the call flow through endpoints and route points.

Which three column headers are key headers in the SipSequence.html ladder diagram? (Choose three.)

A. CSTA/TR87 Call ID

B. AACC CDN

C. Avaya Aura Media server (AAMS) addresses

D. Customer telephone number

Correct Answer: AC