



3313^{Q&As}

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

An agent is configured to handle e-mail multimedia contacts. The agent is able to receive, read, and reply to e-mails using the Avaya Aura Agent Desktop (AAAD). However, the agent cannot open attachments in inbound e-mails.

What is a possible cause of this problem?

- A. The agent's web browser is not set for the correct character encoding.
- B. .NET 3.5 Service Pack 1 is not installed on the agent's computer.
- C. Internet Explorer is not set as the default browser on the agent's computer.
- D. The agent has not been granted "open E-mail Attachments" rights in Contract Center multimedia (CCMM).

Correct Answer: A

QUESTION 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

Correct Answer: BCD

**QUESTION 4**

Which three statements regarding an Avaya Aura Media serve (AAMS) high availability (HA) solution are true? (Choose three.)

- A. All SIP signaling and RTP streams will go to the Active server.
- B. The AAMS notifies Avaya Aura contact (AACC) through port 57012 that an AAMS failover has occurred.
- C. Either the primary server or backup server can be in the active state, or the other AAMS server will be in the standby state.
- D. All SIP signaling and RTP streams will go to the active and standby server.

Correct Answer: ACD

QUESTION 5

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