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Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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QUESTION 1

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 2

On the Avaya Aura Contact Center (AACC) server, under Apps>; Certificate Manager>; Security Configuration, the web Services Security Level is currently set to Security On.

Which three applications will utilize HTTPS-secured connections for inbound and outbound network communication? (Choose three.)

A. Agent Desktop

B. Database Webadmin

C. Outbound Campaign Management Tool

D. Contact Center Multimedia (CCMM) Administration

Correct Answer: BCD

QUESTION 3

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

Correct Answer: B

QUESTION 4

A Contact Center administrator requires information on Contact Center components such as skillset properties, application properties, agent properties, and CDN properties.

Which Historical Report folder (category) should be examined?

A. Contact Summary

B. Configuration

C. Agent Performance

D. Call-by-Call

Correct Answer: A

QUESTION 5

You are in the process of troubleshooting the Contact Center License Manager.

You must confirm that the server identified in the Contact Center License Manager Registry key matches the Contact Center License Manager server configured in which utility?

A. Access and partition Manager

B. server configuration

C. Contact center Management

D. Multimedia Administration Tool

Correct Answer: A