



3313^{Q&As}

Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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QUESTION 1

When viewing the Multimedia Dashboard, the CCMM Contacts by type section displays status counts for which multimedia contact States? (Choose three.)

- A. New
- B. Abandoned
- C. Oldest
- D. Closed
- E. Waiting

Correct Answer: ABE

QUESTION 2

The Server Control and Monitor Utility (SCMU) is one of the AACC Core Common Components. Which three functions can be performed from the SCMU? (Choose three.)

- A. Start or Stop High Availability (HA) System
- B. Display status of component services
- C. Shutdown or Start up Contact Center
- D. Enable/Disable High Availability (HA) Switchover

Correct Answer: B

QUESTION 3

The Alarm Monitor shows events that occur on the CCMS. Events displayed in the Alarm Monitor also appear in the Windows Event Viewer.

The Alarm Monitor automatically starts when you log into which utility?

- A. Contact Center Manager Utility
- B. Log Archiver Utility
- C. Contact Center Server Utility
- D. Process Monitor Utility

Correct Answer: A



QUESTION 4

You created a user in Center Manager Administration (CCMA), but the user is not able to login as user after mapping this account.

Which utility can user to verify what accounts have been created and mapped on the CCMA server?

- A. Manager Administration > User accounts
- B. CCMA > User agent
- C. CCMA > User Logins
- D. Manager Administration configuration > CCMA User Migration

Correct Answer: B

QUESTION 5

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

Correct Answer: D

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