



3313^{Q&As}

Avaya Aura Contact Center Maintenance and Troubleshooting Exam

Pass Avaya 3313 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass4itsure.com/3313.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Avaya
Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers



**QUESTION 1**

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 2

You have downloaded and installed the Squirrel SQL Client. Once you launch the application, you must define a connection to the Cache database.

What is the first step in creating the connection to the database?

- A. Click on Aliases
- B. Click on Connect to
- C. Click on AACC-DATABASE-CCMS
- D. Click on Startup

Correct Answer: A

QUESTION 3

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 4

Which two Avaya Aura Contact Center (AACC) Log files can be analyzed using the Avaya SIP Sleuth tool? (Choose two.)

- A. AAMS Sip message logs
- B. CCMS_ASM
- C. CCMS_SGM_SipMessages
- D. 11S Access logs

Correct Answer: AC

QUESTION 5

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

[3313 PDF Dumps](#)

[3313 Study Guide](#)

[3313 Exam Questions](#)