



3313^{Q&As}

Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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**QUESTION 1**

The SIP CTI link between a SIP-enabled Avaya Aura Contact Center (AACC) and Application Enablement Services (AES) employs secure communication.

Which three objectives does secure communication commonly aim to achieve? (Choose three.)

- A. Authorization
- B. Public Key
- C. Confidentiality
- D. Integrity
- E. Private Key

Correct Answer: ACD

QUESTION 2

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 and click the Clear button?

- A. The call is disconnected and you must refresh the Real-Time Display Report.
- B. The call is removed 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: C

QUESTION 3

If announcements are not being played to callers, which troubleshooting steps will you perform? (Choose three.)

- A. From CCMA > Contact Management, ensure that the treatment address includes the correct SIP context for the ANMC, CONF and DIALOG services.
- B. Confirm recordings have been uploaded to the CCMS.
- C. From CCMA > Configuration > Media services and Routes, ensure that the treatment address includes the correct SIP context for the ANNC, CONF and DIALOG services.
- D. Verify that each Media Server (AAMS) is associated with a least one Target Media Server (AAMS).



E. Verify that each Media server (AAMS) is associated with a least one target Media server (AAMS).

Correct Answer: ACD

QUESTION 4

At an elevated level, engineers have designed the architecture of SIP around four (4) varieties of components.

Which SIP entity is comprised of two sub-components, where one component initiates SIP requests and the other component responds to requests?

- A. SIP Gateway
- B. Back-to-Back User Agent
- C. SIP Gateway Manager
- D. User Agent

Correct Answer: D

QUESTION 5

In a SIP-enabled Avaya Aura Contact Center (AACC) voice calls are directed to via routing entries on the Avaya Aura Session Manager (ASM).

For voice calls to be answered by the contact center, where are route point (CDNs) defined?

- A. Avaya aura system Manager (SMGR)
- B. Application Enablement services (AES)
- C. Contact Center Administration Manager (CCMA)
- D. Communication Control Toolkit (CCT)

Correct Answer: C
