3313^{Q&As}

Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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QUESTION 1

A Contact Center administrator reports that when attempting to add an agent they are unable to assign a Domain User Name from the list of browsed user accounts. The account status is shown as "Assigned".

What has caused this condition?

A. The Contact Center Manager Administration (CCMA) server is not connected to the Domain Controller.

B. The Contact Center administrator does not have the required permissions on the Domain Controller to make this account selection.

C. The Domain User Name has been deleted from the Domain Controller, and is no longer available for selection.

D. The Domain User Name has already been mapped to an existing CCT agent.

Correct Answer: A

QUESTION 2

You are experiencing issues with voice treatments being played to callers. You believe there may be a problem with the co-resident Avaya Aura Server (AAMS).

Where would you go to find AAMS related errors?

A. Alarm Viewer in the AAMS server utility

B. Windows Application Event Log on the AAMS

C. Alarms page in the system status section of the AAMS Element Manager

D. Event logs located in D:\Avaya\Logs\MAS on the AAMS

Correct Answer: C

QUESTION 3

You want to install the Service Packs on Avaya Aura Contact Center (AACC) co-resident server that contains Contact Center Manager Server (CCMS), Contact Center Manager Administration (CCMA), and Communication Control Toolkit (CCT). You have downloaded the Service Packs from the Avaya website.

How can the Service Packs be installed using the Avaya Update Manager?

A. Copy all Service Pack files to the folder that was used to install the previous set of Service Packs and then start the Contact Center Patch Manager. The previous folder will be scanned automatically and all new Service Packs will be offered for installation.

B. Copy all Service Pack files to D:\Avaya\servicePacks and then start the Contact Center Patch Manager. The new Service Packs will be automatically detected and offered for installation.

C. Browse for the top-level folder that contains all folders where Service Pack files are located, click on install and then

click scan for updates to locate all Service Packs. The selected folder and all folders underneath it will be scanned, the new Service Packs will be offered for installation.

D. Add the folder containing each patch to the patch directory list in the Avaya Update Manager and then click Scan for updates to locate all Service Packs. The selected folders will be scanned, and the new Service Packs will be offered for installation.

Correct Answer: C

QUESTION 4

Refer to the Exhibit.
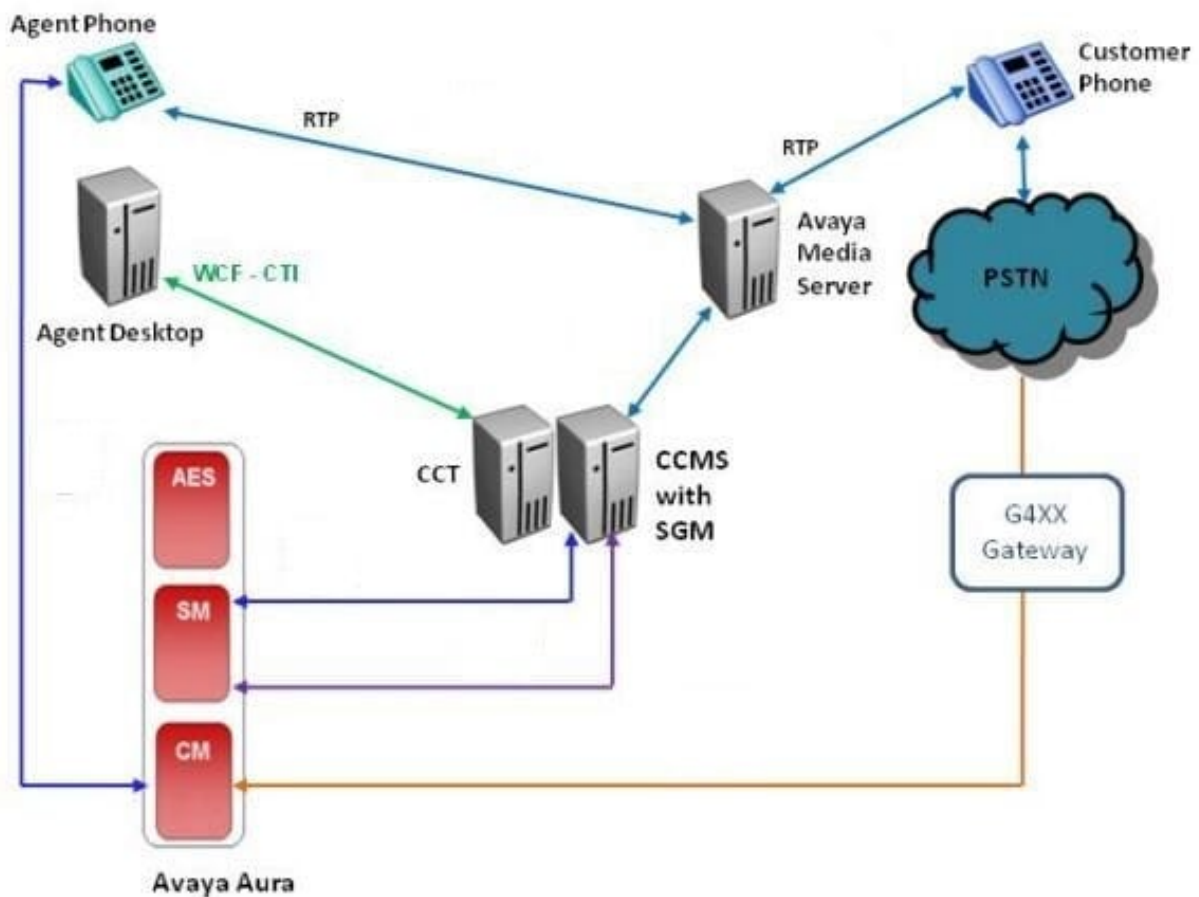
Which communication protocol is used between the Avaya Aura Session Manager (ASM) and the Avaya Aura Contact Center (AACC)?
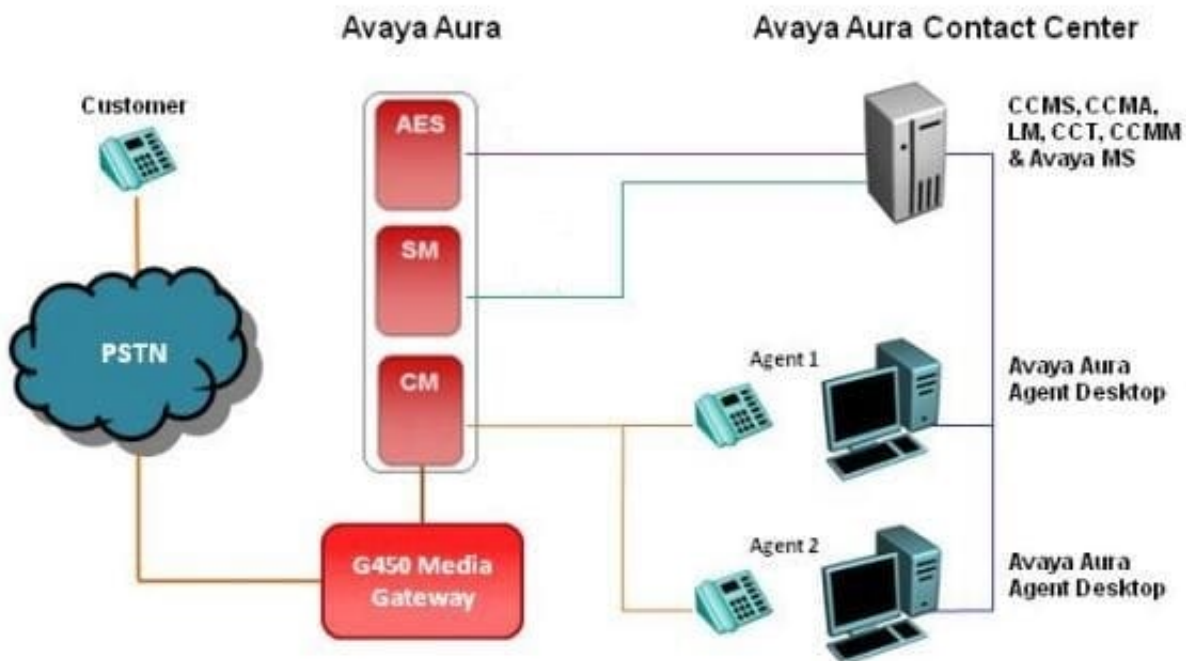
A. AML

B. H.323

C. SIP

D. TLS

Correct Answer: D

QUESTION 5

Refer to the Exhibit.

In a SIP-enabled contact center deployment which protocol is used to connect the Application Enablement Service (AES) and Contact Center Manager Server (CCMS)?

A. TCP

B. STP

C. H.323

D. AML

E. TR87/TLS

Correct Answer: B

QUESTION 6

While troubleshooting routing issues in the contact center, from Historical Reporting, you access the CDN (Route Points) Statistics report.

Which three contact information is provided in this report that can be used to identify issues? (Choose three.)

A. Contacts %Abandoned

B. Contacts Redirected

C. Contacts Answered

D. Contacts Offered

Correct Answer: D

QUESTION 7

Which two virtualization environments does Avaya Aura Contact Center (AACC) support? (Choose two.)

A. Citrix XEN Server

B. VMware ESXi 5.x

C. Microsoft Hyper-V

D. VMware ESXi 4.x

Correct Answer: CD

QUESTION 8

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 9

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 10

When troubleshooting Avaya Aura Contact Center (AACC) system faults, you can use the SGM Management Client to view the status of the connection to which two components? (Choose two.)

A. Application Enablement services (CTI proxy)

B. Session Manager (Voice inbound proxy)

C. Communication Manager (voice inbound proxy)

D. APS server (Presence proxy)

Correct Answer: AB

QUESTION 11

When troubleshooting an Avaya Aura Contact center High Availability (HA) system implementation, where can you view HA cluster switchover allowable variable information that displays pass or FAIL flags for the HA cluster?

A. SMMC System Tray > HA Cluster information

B. SMMC System Tray > Database information

C. SMMC System Tray > General information

D. SMMC System Tray > System information

Correct Answer: B

QUESTION 12

If web Services Security is enabled, which three issues will you see unless the correct certificates have been imported to relevant machines? (Choose three.)

A. Certificate warning messages when browsing CCMA

B. TLS Link between AACC and AES IS disconnected

C. Avaya Agent Desktop (AAD) does not launch successfully

D. TLS Link between AACC and CM disconnected

Correct Answer: ABD

QUESTION 13

The Avaya Grep tool is used to search log files for Call Events for a given Contact Center Call ID.

Which three types of report output does Avaya Grep generate? (Choose three.)

A. Sip Sequence Report

B. Summary Report

C. Call Properties Report

D. Summary Log file

E. Event Report

Correct Answer: ABD

QUESTION 14

While investigating an issue with Contact Center Manager Server (CCMS), you discover that the Task Flow Executor (TFE) frequently restarts. In an effort to discover the cause of the restarts, you decide to review the TFE log file.

Which file contains the most recent TFE logs?

A. D:\Avaya\l_ogs\CCMS\CCMS_TFE_1

B. D:\Avaya\Logs\CCMS_TFE_5

C. D:\Avaya\Logs\CCMS\TFE_1

D. D:\Avaya\Logs\CCMS\CCMS_TFE_5

Correct Answer: B

QUESTION 15

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

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