

DUMPS ARENA

Avaya Aura® Contact Center Maintenance and Troubleshooting Exam

Avaya 3313

Version Demo

Total Demo Questions: 10

Total Premium Questions: 63

Buy Premium PDF

<https://dumpsarena.co>

sales@dumpsarena.co

sales@dumpsarena.co
dumpsarena.co

QUESTION NO: 1

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

ANSWER: B C D**QUESTION NO: 2**

Avaya Aura® Contact Center supports implementing Secure Real-Time Transport Protocol (SRTP) for voice contacts within the Contact Center. SRTP is an extension to the Real-Time Transport Protocol (RTP) to support secure real-time communications. The primary use of SRTP is to encrypt and authenticate voice over IP on the network.

Before implementing SRTP in Contact Center, you must have TLS on which three links? (Choose three.)

- A. Agent telephones to Communication Manager (CM)
- B. Communication Manager (CM) to Contact Center
- C. Session Manager (ASM) to Contact Center
- D. Contact Center to Avaya Aura® Media Server (AAMS)

ANSWER: A C D**Explanation:**

<https://downloads.avaya.com/css/P8/documents/100178588>

QUESTION NO: 3

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

ANSWER: B

QUESTION NO: 4

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

ANSWER: A B D

QUESTION NO: 5

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".

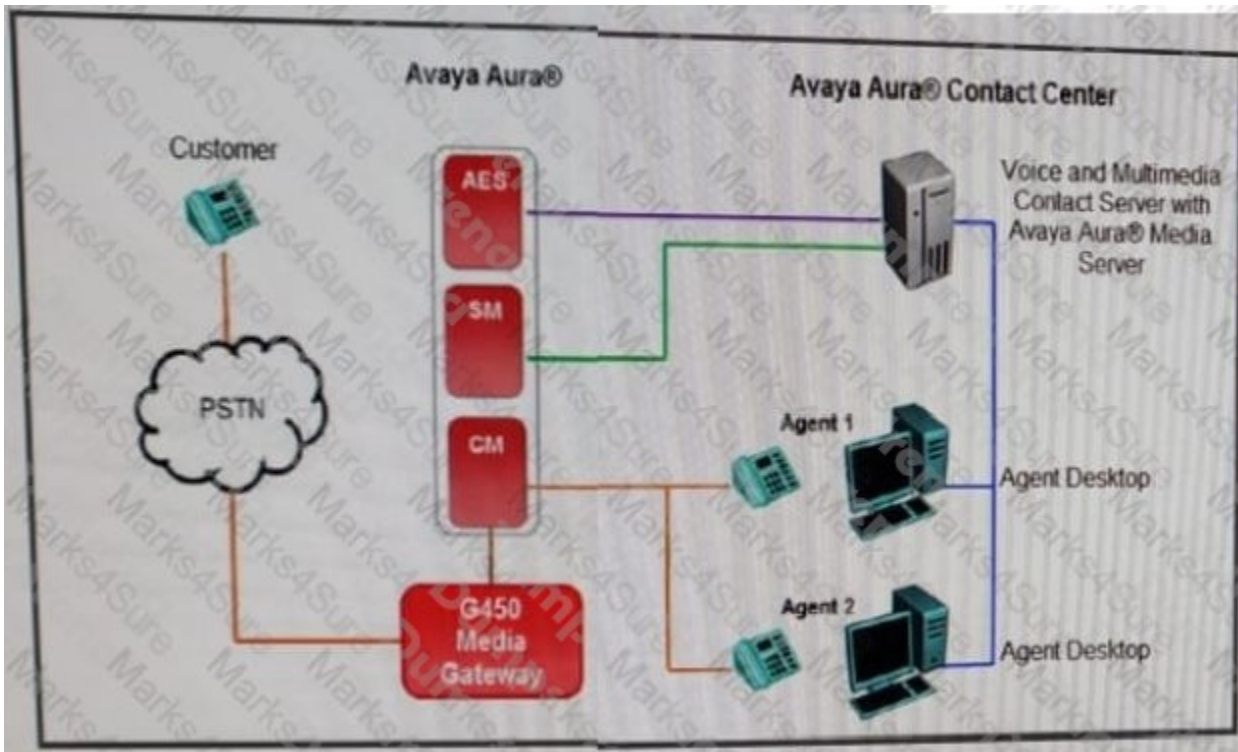
What has caused this condition?

- 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.

ANSWER: A

QUESTION NO: 6

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

ANSWER: B

QUESTION NO: 7

Avaya recommends that audio played by the Avaya Aura® Media server (AAMS) be encoded.

Which three settings are the recommended settings to provide optimum performance? (Choose three.)

- A. Single channel
- B. WAV PCM files

- C. 16-bit
- D. Multiple channels

ANSWER: A C

Explanation:

https://support.avaya.com/resources/sites/AVAYA/content/live/SOLUTIONS/307000/SOLN307565/en_US/Imp

QUESTION NO: 8

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

ANSWER: A

QUESTION NO: 9

In a SIP-enabled Avaya Aura® Contact Center (AACC) deployment, a typical incoming call goes through the following sequence of steps:

1. The incoming call arrives at the switch.
2. The switch routes the call to the Contact Center Manager Server (CCMS) based on the routing plan.

What is the next step in the sequence?

- A. The SIP Gateway Manager suspends the call. No audio path is established until the call is answered by an agent.
- B. The call is redirected to a SIP URI on the Session Manager and an H.323 session is established.
- C. The call is answered by the SIP Gateway Manager and a Real- Time Transport protocol (RTP) session is established.
- D. The CCMS anchors the call on an Avaya Aura® Media server conference port.

ANSWER: C

QUESTION NO: 10

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).

ANSWER: A C D