

DUMPS ARENA

Avaya Aura Contact Center Maintenance and Troubleshooting

Avaya 3301

Version Demo

Total Demo Questions: 10

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QUESTION NO: 1

Which two utilities can be used to uninstall Avaya Aura Contact Center (AACC) software?

(Choose two)

- A. the Setup.exe on the AACC installation DVD
- B. the Uninstall.exe located in D:\Avaya\Contact Center\Common Components
- C. the Windows "Add/Remove Programs" utility
- D. the Windows "Programs and Features" utility
- E. The "Uninstall Contact Center" utility located in Start > All Programs > Avaya > Contact Center.

ANSWER: A E

QUESTION NO: 2

The C:\WINDOWS\system32\drivers\etc\hosts file on the Contact Center Manager Server (CCMS) contains multiple entries for each host. You have removed the duplicate entries by manually editing the file.

What should you do next to completely resolve the issue?

- A. Run the Server Configuration utility, save and apply all changes, then reboot the CCMS server.
- B. Reboot the CCMS server.
- C. Use the windows services utility to restart the MAS Configuration manager services.
- D. Run the CCMS network Configuration utility, save and apply all changes, then reboot the CCMS server.

ANSWER: C

QUESTION NO: 3

Which two Avaya Aura Contact Center (AACC) components are supported by the capacity Assessment Tool (CapTool)? (Choose two.)

- A. License Manager

- B. Security framework
- C. Contact Center Manager Administration
- D. Avaya Media Server
- E. Avaya Aura Agent Desktop

ANSWER: A C

QUESTION NO: 4

What is the update frequency of the Contact Center Multimedia (CCMM) Dashboard?

- A. The Dashboard refreshes every 5 seconds.
- B. The Dashboard refreshes every 10 seconds by default.
- C. The Dashboard refresh rate is configurable from 1-360 seconds.
- D. The Dashboard update requires clicking on the Refresh button.
- E. The Dashboard update requires clicking on the Update button.

ANSWER: C

QUESTION NO: 5

In a typical incoming SIP voice call scenario, a customer call goes through the following sequence of steps:

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

What is the next step in the sequence?

- A. The call is answered by the SIP Gateway Manager and a Real-time Transport Protocol (RTP) session is established.
- B. The call is redirected to a SIP URI on the Session Manager and an H.323 session is established.
- C. The call is anchored on an Avaya Media Server (Avaya MS) conference port and an RTP session is established.
- D. The SIP Gateway Manager suspends the call; no audio path is established until the call is answered by an agent.

ANSWER: C

QUESTION NO: 6

Which two options are available (or controlling the generation of licensing alarms by a standalone Avaya Media Server (Avaya MS) (Choose two.)

- A. Avaya MS Nodal Licensing alarms are disabled by default.
- B. Licenses Exhausted
- C. Real Time Usage Active License Percentage
- D. Usage above threshold
- E. Windows Event Viewer\Windows Logs\Applications and Services

ANSWER: B D**QUESTION NO: 7**

Which two visualization technologies are supported for Avaya Aura Contact Center (AACC)? (Choose two.)

- A. VMWare vSphere 3.0
- B. VMWare vSphere 4.0
- C. Microsoft Hyper-V
- D. Microsoft Virtual Server
- E. XenSecure Xen 3.1.2

ANSWER: B C**QUESTION NO: 8**

A standalone Contact Center Manager Administration (CCMA) server was configured as a member of a workgroup prior to Installation of the CCMA software. After the installation was complete, the CCMA server was configured and tested; all Functions worked Directly. The site's network administrator's network administrator has added the CCMA server to a domain; users are now unable to log on to CCMA.

What is the overall cause of this problem and how should you correct it?

- A. Domain group policies are not allowing CCMA services to run with the IUSR_SWC local account credentials. You must recreate the IUSR_SWC account as a domain account with local administrator privileges, and configure all CCMA services to run with the credentials of the dom. IUSR_SWC account.

B. A CCMA server that is part of a workgroup cannot be joined to a domain after installation. You must reinstall the CCMA software while the server is joined to the domain.

C. Domain group policies are preventing the local IUSR_SWC account from accessing files and directories required by CCMA. You must grant the appropriate permissions for those files and directories to the local IUSR_SWC account.

D. Domain group policies have removed the local IUSR_SWC account from the local Administrators group. You must add the local IUSR_SWC account to the local Administrators group.

ANSWER: C

QUESTION NO: 9

You are planning an Avaya Aura Contact Center (AACC) deployment. The Information

Technology department has requested that you specify host names (or the AACC servers.

Which two hostnames meet the server naming requirements specified by Avaya and RFC

1123? (Choose two.)

A. 01CTCTRSRV

B. CONTACTCTRSRV01

C. CONTACTCENTERSRV01

D. CTCTR SRV01

E. CTSRV01

ANSWER: B E

QUESTION NO: 10

You must upgrade a contact center to Avaya Aura Contact Center (AACC) 6.x. The site is currently using Avaya NES Contact Center Rel 7.0 (CC7), with standalone Contact Center Manager Server (CCMS) Contact Center Manager Administration (CCMA), and Communication Control toolkit (CCT) servers the currently deployed software is installed on Windows Server 2003 R2 standard Edition 32-bit x86, with Microsoft Service Pack 2 installed. You have verified that the existing servers meet the minimum hardware requirements for the site's deployment of AACC.

What are the steps for performing an in-place upgrade from CC7 to AACC RIs 6.x, using the existing servers?

A. 1. Upgrade the operating system on each CC7 server to Windows Server 2008-
2. Run the AACC 6.x installation utility from the installation DVD.

B. 1. Upgrade the operating system on each CC7 server to Windows Server 2008.
2. Once the operating system upgrade is complete, run the Contact Center Migration Tool(CCMT) provided in the most

current AACC 6.x Service Pack.

- C.** 1. Use the CCMT to migrate historical and configuration data from the servers.
2. Install Windows Server 2008 as a clean installation (do not perform an upgrade).
3. Install the AACC 6.x software on each server and restore the migrated CC7 data.

- D.** 1. Make a complete backup of all CC7 data and configuration on each server.
2. Install Windows Server 2008 as a clean installation (do not perform an upgrade).
3. Install the AACC 6 software on each server and restore the CC7 data.

ANSWER: D