

## *Avaya*

3313

*Avaya Aura Contact Center Maintenance and Troubleshooting Exam*

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*Version = Product*



## Question: 1

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. APS server (Presence proxy)
- D. Communication Manager (voice inbound proxy)

**Answer: A,B**

## Question: 2

When a call is placed, a SIP Invite message is sent (for example: INVITE sip:Joe@abc\_sample.corn). What is the next message sent in this sequence?

- A. 200 Ringing
- B. 180 Ringing
- C. 200 ACK
- D. 180 ACK

**Answer: C**

## Question: 3

You need to enable additional debugging information for the contact center Multimedia (CCMM) Email manager to resolve an issue. Which step will you take to enable additional debugging information?

- A. Access the application Event Log properties on the CCMM server and select the checkboxes for verbose, information, warning, Error, and Critical under event Level.
- B. Run the TraceControl utility for the CCMM application, select Email and set the Event Level to Debug and change the file Size Limit and max. Files.
- C. Run the Tracecontrol utility for the, application, select Email and set Level to Debug and change the file size Limit and Max. Files.
- D. Run the Tracecontrol utility on the CCMM server and select the Event Level checkboxes for verbose, information, warning, Error, and critical.

**Answer: B**

## Question: 4

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

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

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

**Answer: C**

## Question: 6

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. CCMA > User Logins
- B. Manager Administration configuration > CCMA User Migration
- C. CCMA > User agent
- D. Manager Administration > User accounts

**Answer: C**

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