

3313^{Q&As}

Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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QUESTION 1

In an Avaya Aura Contact Center (AACC) multimedia environment with Communications Control Toolkit (CCT), which NCCT service is not used in a SIP deployment?

- A. NCCT OI Service
- B. NCCT Service
- C. NCCT SMON
- D. NCCT TAPI Connector
- E. NCCTDALS

Correct Answer: D

QUESTION 2

nslookup is a Windows operating system tool that can be used to test whether name resolution is functioning properly.

Which three statements regarding the nslookup troubleshooting tool are true? (Choose three.)

- A. nslookup displays the fully-qualified Hostname and IP Address of the Target
- B. Run nslookup from the Windows command line
- C. nslookup displays the server Hostname and IP Address
- D. Run nslookup from Windows > Apps > Services

Correct Answer: BCD

QUESTION 3

When viewing the Multimedia Dashboard, the CCMM Contacts by type section displays status counts for which multimedia contact States? (Choose three.)

- A. New
- B. Abandoned
- C. Oldest
- D. Closed
- E. Waiting

Correct Answer: ABE

QUESTION 4

You can check the size of databases in the CCMM Data management tool. When the current size of the OFFLINE database grows to 75% of the maximum size, CCMM logs this event to log file.

At what percent does CCMM stop automatically synchronizing contacts from the MULTIMEDIA database, thereby preventing you from running manual or scheduled cleanups?

- A. 80%
- B. 85%
- C. 90%
- D. 95%

Correct Answer: C

QUESTION 5

Which Contact Center Multimedia utility is used to view multimedia contacts listed by the type of contact (e.g.Email, IM, Outbound, Web Chat, and etc.)?

- A. CCMA > Multimedia
- B. Multimedia Dashboard
- C. Multimedia Administrator
- D. CCMM Database Logging

Correct Answer: A

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