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Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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QUESTION 1

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.

Correct Answer: C

QUESTION 2

A Contact Center administrator requires information on Contact Center components such as skillset properties, application properties, agent properties, and CDN properties.

Which Historical Report folder (category) should be examined?

A. Contact Summary

B. Configuration

C. Agent Performance

D. Call-by-Call

Correct Answer: A

QUESTION 3

The Avaya Grep SipSequence.html report is generated from a call\\'s SIP Message, and graphically displays the call flow through endpoints and route points.

Which three column headers are key headers in the SipSequence.html ladder diagram? (Choose three.)

A. CSTA/TR87 Call ID

B. AACC CDN

C. Avaya Aura Media server (AAMS) addresses

D. Customer telephone number

Correct Answer: AC

QUESTION 4

The Avaya Aura Media Server (AAMS) Event Logs are useful in diagnosing issues where AAMS announcements or other recordings such as music on hold or ringback are not playing.

Which three pieces of information is included in the logs? (Choose three.)

A. Severity

B. Event Session

C. Event ID

D. Event Class

Correct Answer: BCD

QUESTION 5

On the Contact Center Manager Server (CCMS), by default, where are current SIP messages logged?

A. F:\Avaya\ContactCenter\Logs\CCMS\SGM\SipMessages0.log

B. D:\Avaya\Logs\CCMS\SGM\SipMessages0.log

C. C:\Avaya\Logs\CCMS\SipMessages0.log

D. D:\Avaya\Logs\CCMS\CCMS_SGM_SipMessages0.log

Correct Answer: D

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