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Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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QUESTION 1

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 2

The Alarm Monitor shows events that occur on the CCMS. Events displayed in the Alarm Monitor also appear in the Windows Event Viewer.

The Alarm Monitor automatically starts when you log into which utility?

A. Contact Center Manager Utility

B. Log Archiver Utility

C. Contact Center Server Utility

D. Process Monitor Utility

Correct Answer: A

QUESTION 3

Real displays are not being updated with data. You suspect that CCMA is not receiving real-time data from CCMS.

To verify that the Multicast transmission is being received from the CCMS you open a command prompt window and type which command?

A. rtrtrace

B. mCast.exe

C. icertdtrace

D. mRcv.exe

Correct Answer: D

Test the RSM service using the Multicast Receive utility (mRcv.exe), if you are having problems with real-time displays. The mRcv.exe utility displays statistical information according to the settings specified in a configuration tool called mRcv.ini.

https://downloads.avaya.com/css/P8/documents/100093298

QUESTION 4

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.

Correct Answer: C

QUESTION 5

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

Correct Answer: AC

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