

# 3313<sup>Q&As</sup>

Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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## QUESTION 1

The Call-by-Call report identifies what happens to a call from the time it enters the system, until it leaves Contact Center control. The report is an event report that traces and records the events of each call.

Which three statements regarding the Call by-Call report are true? (Choose three.)

- A. If a call is queued and an announcement is played, the event will be included in the event column.
- B. The Call-by-Call report can include several reporting intervals.
- C. You can enable Call-by-Call statistics for reports on a per application basis.
- D. The Call ID is the identifier that ties all information together to produce the complete record for each call.

Correct Answer: ABC

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## QUESTION 2

A technician is using the Avaya Grep tool to extract and debug Contact Center Call specific logs. On the Search tab of the Avaya Grep tool, which three Search Parameters can be used to find Call IDs? (Choose three.)

- A. SIP Call Log ID
- B. Customer Phone Number
- C. CSTA/TR87 Call ID
- D. SIP URI

Correct Answer: ABC

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## QUESTION 3

You are experiencing issues with voice treatments being played to callers. You believe there may be a problem with the co-resident Avaya Aura Server (AAMS).

Where would you go to find AAMS related errors?

- A. Alarm Viewer in the AAMS server utility
- B. Windows Application Event Log on the AAMS
- C. Alarms page in the system status section of the AAMS Element Manager
- D. Event logs located in D:\Avaya\Logs\MAS on the AAMS

Correct Answer: C

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## QUESTION 4

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

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## QUESTION 5

While troubleshooting routing issues in the contact center, from Historical Reporting, you access the CDN (Route Points) Statistics report.

Which three contact information is provided in this report that can be used to identify issues? (Choose three.)

- A. Contacts %Abandoned
- B. Contacts Redirected
- C. Contacts Answered
- D. Contacts Offered

Correct Answer: D

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