

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

Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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## QUESTION 1

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

Correct Answer: C

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## QUESTION 2

When troubleshooting an Avaya Aura Contact center High Availability (HA) system implementation, where can you view HA cluster switchover allowable variable information that displays pass or FAIL flags for the HA cluster?

- A. SMMC System Tray > HA Cluster information
- B. SMMC System Tray > Database information
- C. SMMC System Tray > General information
- D. SMMC System Tray > System information

Correct Answer: B

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## QUESTION 3

A technician is troubleshooting a hung call under public tabular Displays > standard Skillset Display.

When using the phantom scan utility (Pscan) to view waiting calls, what will occur when you select a Call ID click the Clear button?

- A. The call is disconnected and you must refresh the real-time Display Report.
- B. The call is remove from the utility and from the real -time Display report.
- C. The call is removed from the utility but will remain on the Real-Time Display Report.
- D. The call is removed from the Real-Time Display Report and the call is disconnected.

Correct Answer: A

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## QUESTION 4

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.

Correct Answer: B

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## QUESTION 5

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

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