

3313^{Q&As}

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

QUESTION 2

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

https://support.avaya.com/resources/sites/AVAYA/content/live/SOLUTIONS/307000/SOLN307565/en_US/ImplementingAndAdministering_AMS_7.7.pdf

QUESTION 3

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

- A. F:\Avaya\ContactCenter\Log\CCMS\SGM\SipMessages0.log
- B. D:\Avaya\Log\CCMS\SGM\SipMessages0.log
- C. C:\Avaya\Log\CCMS\SipMessages0.log
- D. D:\Avaya\Log\CCMS\CCMS_SGM_SipMessages0.log

Correct Answer: D

QUESTION 4

Which Avaya Aura Contact Center (AACC) support document will help you verify the Platform Vendor Independent (PVI) supported hardware?

- A. Avaya Aura Contact Center and Avaya Aura Unified Communications Platform Integration
- B. Avaya Aura Contact Center Overview and Specification
- C. Avaya Aura Contact Center and Avaya Aura Unified Communications Solution Description
- D. Avaya Aura Contact Center commissioning for Avaya Aura Unified Communications

Correct Answer: A

QUESTION 5

The SIP CTI link between a SIP-enabled Avaya Aura Contact Center (AACC) and Application Enablement Services (AES) employs secure communication.

Which three objectives does secure communication commonly aim to achieve? (Choose three.)

- A. Authorization
- B. Public Key
- C. Confidentiality
- D. Integrity
- E. Private Key

Correct Answer: ACD

QUESTION 6

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 and click the Clear button?

- A. The call is disconnected and you must refresh the Real-Time Display Report.
- B. The call is removed 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: C

QUESTION 7

The Application Event Log contains events generated by installed application and software such as the AACC component. Most AACC component log entries in the Application Event log.

What is the AACC Application source type for contact center manager server (CCMS) core services and the License manager?

- A. Ngen
- B. SC
- C. servicing
- D. service control Manager

Correct Answer: C

QUESTION 8

When a call is placed, a SIP Invite message is sent (for example: INVITE sip:Joe@abc_sample.com). What is the next message sent in this sequence?

- A. 200 ACK
- B. 200 Ringing
- C. 180 Ringing
- D. 180 ACK

Correct Answer: A

QUESTION 9

On the Avaya Aura Contact Center (AACC) server, under Apps>; Certificate Manager>; Security Configuration, the web Services Security Level is currently set to Security On.

Which three applications will utilize HTTPS-secured connections for inbound and outbound network communication? (Choose three.)

- A. Agent Desktop
- B. Database Webadmin

- C. Outbound Campaign Management Tool
- D. Contact Center Multimedia (CCMM) Administration

Correct Answer: BCD

QUESTION 10

Which two Avaya Aura Contact Center (AACC) Log files can be analyzed using the Avaya SIP Sleuth tool? (Choose two.)

- A. AAMS Sip message logs
- B. CCMS_ASM
- C. CCMS_SGM_SipMessages
- D. 11S Access logs

Correct Answer: AC

QUESTION 11

Which three statements regarding an Avaya Aura Media serve (AAMS) high availability (HA) solution are true? (Choose three.)

- A. All SIP signaling and RTP streams will go to the Active server.
- B. The AAMS notifies Avaya Aura contact (AACC) through port 57012 that an AAMS failover has occurred.
- C. Either the primary server or backup server can be in the active state, or the other AAMS server will be in the standby state.
- D. All SIP signaling and RTP streams will go to the active and standby server.

Correct Answer: ACD

QUESTION 12

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

QUESTION 13

Which SIP component supports both H.323 and SIP protocol architecture, and which common media streaming protocol is supported?

- A. SIP Gateway Manager with transport Layer Security (TLS)
- B. Network Routing Service with TCP and UDP
- C. Back to Back User Agent (B2BUA) with TLS
- D. SIP Gateway with Real-Time Protocol (RTP)
- E. SIP Redirect Server with RTP

Correct Answer: D

QUESTION 14

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

QUESTION 15

Which SIP component converts different protocols such as Integrated Services Digital Networking (ISDN) or another IP protocol such as H.323?

- A. SIP Redirect Server
- B. SIP Gateway
- C. Back-to-Back User Agent (B2BUA)

D. SIP Gateway Manager

Correct Answer: B

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