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Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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QUESTION 1

When viewing the Multimedia Dashboard, the CCMM Contacts by type section displays status counts for which multimedia contact States? (Choose three.)

A. New

B. Abandoned

C. Oldest

D. Closed

E. Waiting

Correct Answer: ABE

QUESTION 2

Which Windows Event Viewer folder contains Communications Control Toolkit (CCT) audit, error, and security log files?

A. Windows Event Viewer\Performance\Logs

B. Windows Event Viewer\Windows Logs\System

C. Windows Event Viewer\Windows Logs\Security

D. Windows Event Viewer\Windows Logs\Applications

E. Windows Event Viewer\Applications and Services Logs

Correct Answer: E

QUESTION 3

While troubleshooting a communication control (CCT) issue, Avaya support has requested an archive of all current CCT log files.

How would you make an archive of the log files to provide to support personnel?

A. Create a ZIP archive of all files in D:\Avaya\Logs\CCT.

B. The Archive Manager creates a new log file archive every hour. the archive will be available configured archive location when the Archive Manager completes the archive process.

C. Run the log Archive utility on the CCT and click the "Schedule An hive" button on the tab. When the schedule completes, the archive will be available in the configured archive lot

D. Run the Log Archiver utility on the CCT server and click the "Archive AM Files Now" button on Settings tab. The archive will be available in the configured archive location.

Correct Answer: D

QUESTION 4

Refer to the Exhibit.
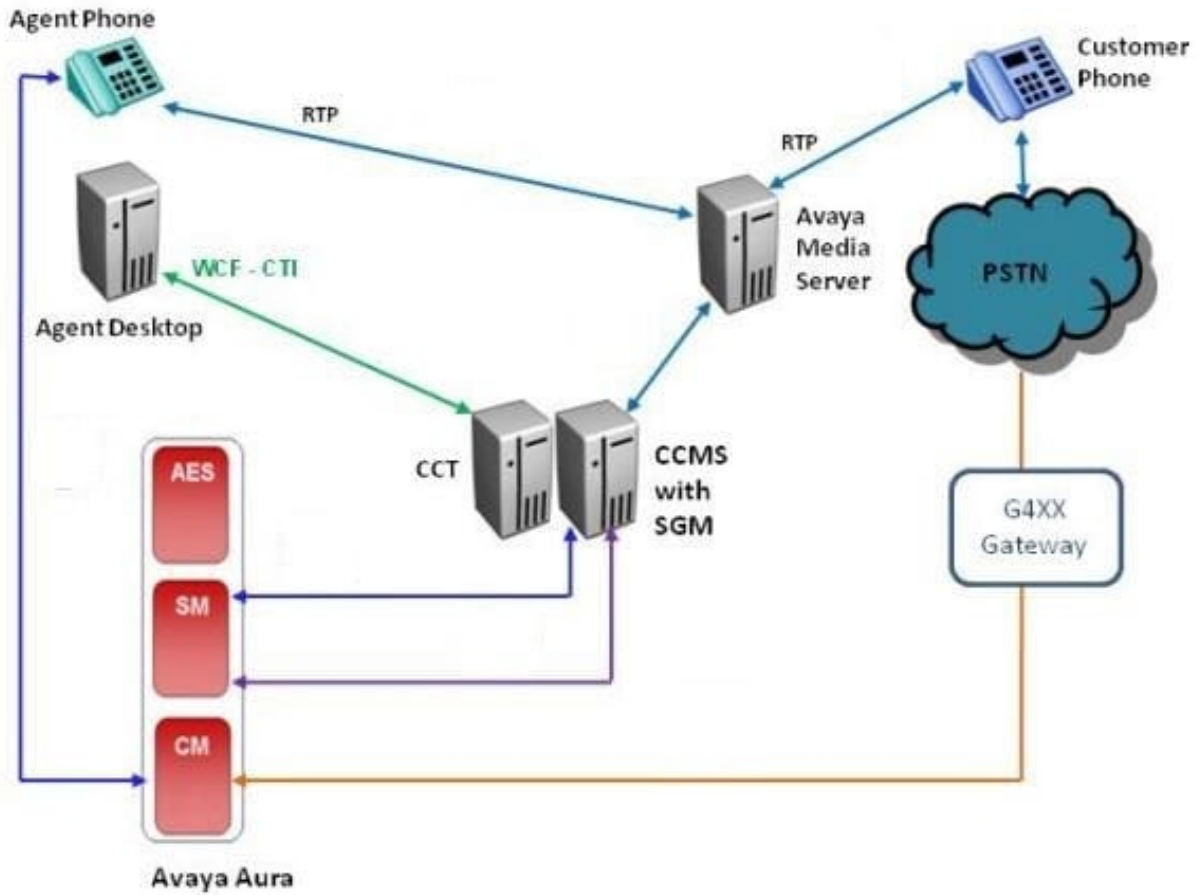
Which communication protocol is used between the Avaya Aura Session Manager (ASM) and the Avaya Aura Contact Center (AACC)?

A. AML

B. H.323

C. SIP

D. TLS

Correct Answer: D

QUESTION 5

You have downloaded and installed the SQuirreL SQL Client. Once you launch the application, you must define a connection to the Cache database.

What is the first step in creating the connection to the database?

A. Click on Aliases

B. Click on Connect to

C. Click on AACC-DATABASE-CCMS

D. Click on Startup

Correct Answer: A

QUESTION 6

An agent is configured to handle e-mail multimedia contacts. The agent is able to receive, read, and reply to e-mails using the Avaya Aura Agent Desktop (AAAD). However, the agent cannot open attachments in inbound e-mails.

What is a possible cause of this problem?

A. The agent\\'s web browser is not set for the correct character encoding.

B. .NET 3.5 Service Pack 1 is not installed on the agent\\'s computer.

C. Internet Explorer is not set as the default browser on the agent\\'s computer.

D. The agent has not been granted "open E-mail Attachments" rights in Contract Center multimedia (CCMM).

Correct Answer: A

QUESTION 7

You can check the size of databases in the CCMM Data management tool. When the current size of the OFFLINE database grows to 75% of the maximum size, CCMM logs this event to log file.

At what percent does CCMM stop automatically synchronizing contacts from the MULTIMEDIA database, thereby preventing you from running manual or scheduled cleanups?

A. 80%

B. 85%

C. 90%

D. 95%

Correct Answer: C

QUESTION 8

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 9

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 10

At an elevated level, engineers have designed the architecture of SIP around four (4) varieties of components.

Which SIP entity is comprised of two sub-components, where one component initiates SIP requests and the other component responds to requests?

A. SIP Gateway

B. Back-to-Back User Agent

C. SIP Gateway Manager

D. User Agent

Correct Answer: D

QUESTION 11

Refer to the Exhibit.
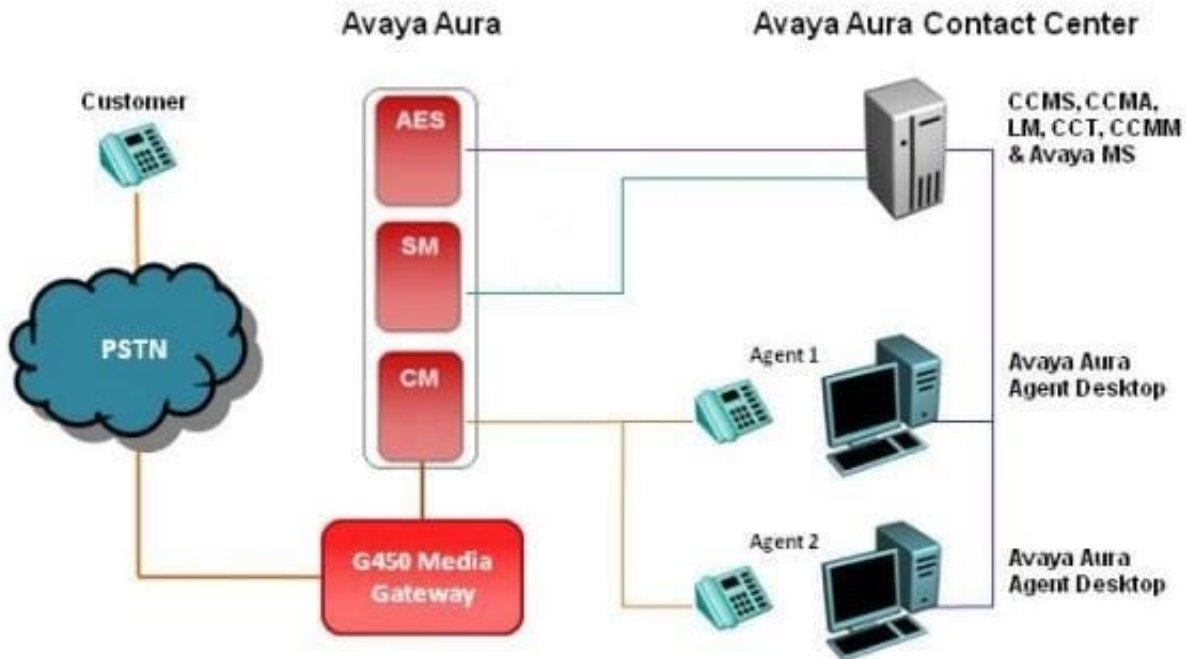
In a SIP-enabled contact center deployment which protocol is used to connect the Application Enablement Service (AES) and Contact Center Manager Server (CCMS)?

A. TCP

B. STP

C. H.323

D. AML

E. TR87/TLS

Correct Answer: B

QUESTION 12

In Avaya Aura Contact Center (AACC), how do you create auto-responses from the most commonly used auto suggestions?

A. Run a "Contact Summary" report in Historical Reporting on the Contact Center Manager Administration (CCMA) server and create auto-responses based on the most frequently-occurring e-mail contact topics in the report.

B. Run a "Contacts Closed by Auto-Suggestion, Top 5" historical report from the "Multimedia" folder in Historical Reporting on the Contact Center Manager Administration (CCMA) server, and use the auto-suggestion keywords and responses from the report to create new e-mail auto-responses.

C. Enable "Keyword Reporting" for email contacts in the "E-mail" tool in Contact Center Multimedia (CCMM) Administration, and then use the "Keyword Frequency" tool to determine which keywords should be used to trigger new auto responses.

D. Use the "Auto-Suggest Promotion" tool in Contact Center Multimedia (CCMM) Administration to promote auto-suggestions to auto-responses based on the percentage of contacts for which each autosuggestion was selected.

Correct Answer: D

QUESTION 13

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 14

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 15

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

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