

3313^{Q&As}

Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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QUESTION 1

The Avaya Grep tool is used to search log files for Call Events for a given Contact Center Call ID.

Which three types of report output does Avaya Grep generate? (Choose three.)

- A. Sip Sequence Report
- B. Summary Report
- C. Call Properties Report
- D. Summary Log file
- E. Event Report

Correct Answer: ABD

QUESTION 2

A Contact Center administrator reports that when attempting to add an agent they are unable to assign a Domain User Name from the list of browsed user accounts. The account status is shown as "Assigned".

What has caused this condition?

- A. The Contact Center Manager Administration (CCMA) server is not connected to the Domain Controller.
- B. The Contact Center administrator does not have the required permissions on the Domain Controller to make this account selection.
- C. The Domain User Name has been deleted from the Domain Controller, and is no longer available for selection.
- D. The Domain User Name has already been mapped to an existing CCT agent.

Correct Answer: A

QUESTION 3

While investigating an issue with Contact Center Manager Server (CCMS), you discover that the Task Flow Executor (TFE) frequently restarts. In an effort to discover the cause of the restarts, you decide to review the TFE log file.

Which file contains the most recent TFE logs?

- A. D:\Avaya\logs\CCMS\CCMS_TFE_1
- B. D:\Avaya\Logs\CCMS_TFE_5
- C. D:\Avaya\Logs\CCMS\TFE_1

D. D:\Avaya\Logs\CCMS\CCMS_TFE_5

Correct Answer: B

QUESTION 4

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 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

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

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