3313^{Q&As}

Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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QUESTION 1

Real displays are not being updated with data. You suspect that CCMA is not receiving real-time data from CCMS.

To verify that the Multicast transmission is being received from the CCMS you open a command prompt window and type which command?

A. rtrtrace

B. mCast.exe

C. icertdtrace

D. mRcv.exe

Correct Answer: D

Test the RSM service using the Multicast Receive utility (mRcv.exe), if you are having problems with real-time displays. The mRcv.exe utility displays statistical information according to the settings specified in a configuration tool called mRcv.ini.

https://downloads.avaya.com/css/P8/documents/100093298

QUESTION 2

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 3

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?

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A. 80%

B. 85%

C. 90%

D. 95%

Correct Answer: C

QUESTION 4

The Server Control and Monitor Utility (SCMU) is one of the AACC Core Common Components. Which three functions can be performed from the SCMU? (Choose three.)

A. Start or Stop High Availability (HA) System

B. Display status of component services

C. Shutdown or Start up Contact Center

D. Enable/Disable High Availability (HA) Switchover

Correct Answer: B

QUESTION 5

When troubleshooting Avaya Aura Contact Center (AACC) system faults, you can use the SGM Management Client to view the status of the connection to which two components? (Choose two.)

A. Application Enablement services (CTI proxy)

B. Session Manager (Voice inbound proxy)

C. Communication Manager (voice inbound proxy)

D. APS server (Presence proxy)

Correct Answer: AB