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Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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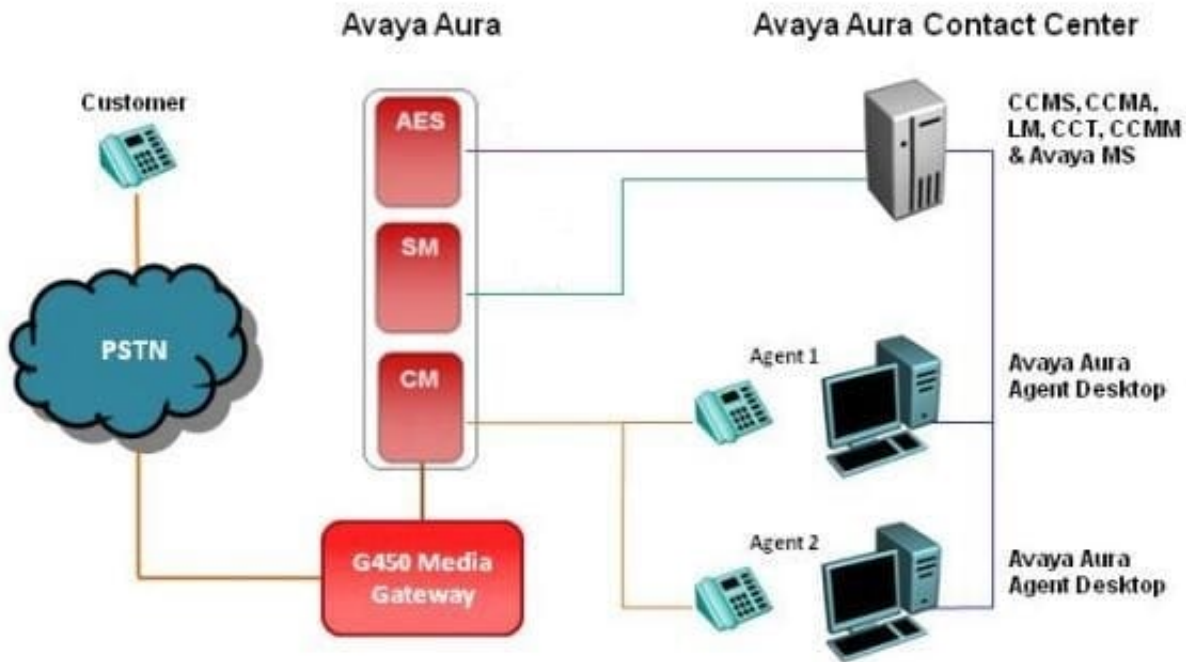
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QUESTION 1

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 2

Avaya Aura Contact Center supports implementing Secure Real-Time Transport Protocol (SRTP) for voice contacts within the Contact Center. SRTP is an extension to the Real-Time Transport Protocol (RTP) to support secure real-time communications. The primary use of SRTP is to encrypt and authenticate voice over IP on the network.

Before implementing SRTP in Contact Center, you must have TLS on which three links? (Choose three.)

A. Agent telephones to Communication Manager (CM)

B. Communication Manager (CM) to Contact Center

C. Session Manager (ASM) to Contact Center

D. Contact Center to Avaya Aura Media Server (AAMS)

Correct Answer: ACD

https://downloads.avaya.com/css/P8/documents/100178588

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

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 5

In a SIP environment, which component of the Avaya Aura Contact Center (AACC) performs call signaling?

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A. SIP Proxy Server

B. SIP Gateway Manager

C. SIP Computer Telephony Integration (CTI)

D. SIP Redirect Server

Correct Answer: A

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

Which two virtualization environments does Avaya Aura Contact Center (AACC) support? (Choose two.)

A. Citrix XEN Server

B. VMware ESXi 5.x

C. Microsoft Hyper-V

D. VMware ESXi 4.x

Correct Answer: CD

QUESTION 8

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 9

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 10

A technician is using the Avaya Grep tool to extract and debug Contact Center Call specific logs. On the Search tab of the Avaya Grep tool, which three Search Parameters can be used to find Call IDs? (Choose three.)

A. SIP Call Log ID

B. Customer Phone Number

C. CSTA/TR87 Call ID

D. SIP URI

Correct Answer: ABC

QUESTION 11

The Avaya Grep SipSequence.html report is generated from a call\\'s SIP Message, and graphically displays the call flow through endpoints and route points.

Which three column headers are key headers in the SipSequence.html ladder diagram? (Choose three.)

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A. CSTA/TR87 Call ID

B. AACC CDN

C. Avaya Aura Media server (AAMS) addresses

D. Customer telephone number

Correct Answer: AC

QUESTION 12

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 13

nslookup is a Windows operating system tool that can be used to test whether name resolution is functioning properly.

Which three statements regarding the nslookup troubleshooting tool are true? (Choose three.)

A. nslookup displays the fully-qualified Hostname and IP Address of the Target

B. Run nslookup from the Windows command line

C. nslookup displays the server Hostname and IP Address

D. Run nslookup from Windows > Apps > Services

Correct Answer: BCD

QUESTION 14

Refer to the Exhibit.
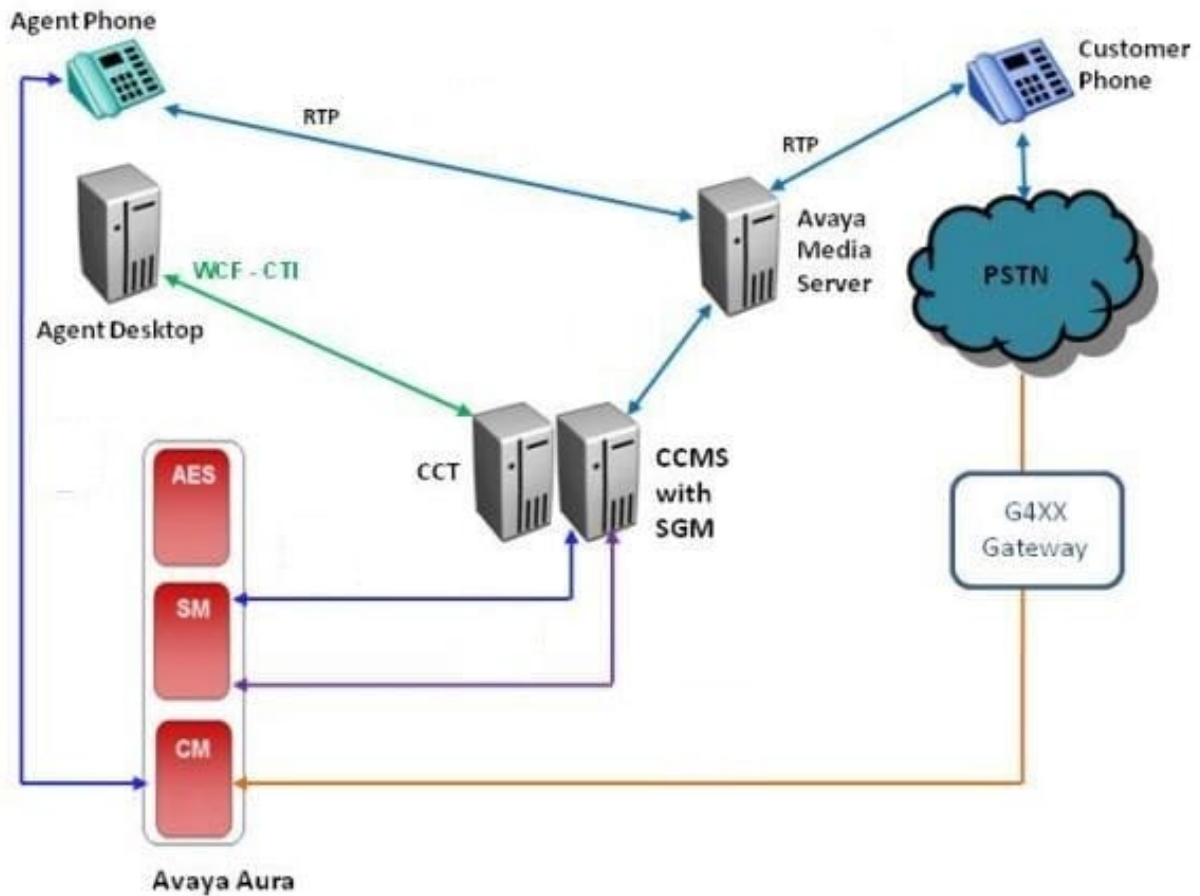
![Pass2Lead](https://Pass2Lead.com)
Which communication protocol is used between the Avaya Aura Session Manager (ASM) and the Avaya Aura Contact Center (AACC)?

A. AML

B. H.323

C. SIP

D. TLS

Correct Answer: D

QUESTION 15

In a sip-enabled Avaya Aura Contact Center (AACC) deployment, which component supplies call treatment and call progress tones to external callers?

A. SIP Gateway manager

B. Contact center Media services

C. Avaya Aura Media server

D. Session Manager

Correct Answer: B

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