

3313^{Q&As}

Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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QUESTION 1

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 2

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 3

In an Avaya Aura Contact Center (AACC) multimedia environment with Communications Control Toolkit (CCT), which NCCT service is not used in a SIP deployment?

- A. NCCT OI Service
- B. NCCT Service
- C. NCCT SMON
- D. NCCT TAPI Connector
- E. NCCTDALS

Correct Answer: D

QUESTION 4

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 5

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

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