

# 3313<sup>Q&As</sup>

Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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**QUESTION 1**

If announcements are not being played to callers, which troubleshooting steps will you perform? (Choose three.)

- A. From CCMA > Contact Management, ensure that the treatment address includes the correct SIP context for the ANMC, CONF and DIALOG services.
- B. Confirm recordings have been uploaded to the CCMS.
- C. From CCMA > Configuration > Media services and Routes, ensure that the treatment address includes the correct SIP context for the ANNC, CONF and DIALOG services.
- D. Verify that each Media Server (AAMS) is associated with a least one Target Media Server (AAMS).
- E. Verify that each Media server (AAMS) is associated with a least one target Media server (AAMS).

Correct Answer: ACD

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**QUESTION 2**

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

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**QUESTION 3**

In a Voice and Multimedia Contact Server with an Avaya Aura Media Server (AAMS) co-resident installation, how are license keys provided to the AAMS?

- A. When the AAMS is configured as a Media Server in CCMA, Contact Center License Manager pushes the license keys to the AAMS.
- B. When the AAMS is configured as a Media Server in CCMA, Contact Center Server pushes the license keys to the AAMS.
- C. Contact Center Manager Administration (CCMA) supplies license keys as required.
- D. WebLM is configured on the AAMS to provide the required license keys.

Correct Answer: C

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#### QUESTION 4

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

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#### QUESTION 5

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

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