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Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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QUESTION 1

While troubleshooting routing issues in the contact center, from Historical Reporting, you access the CDN (Route Points) Statistics report.
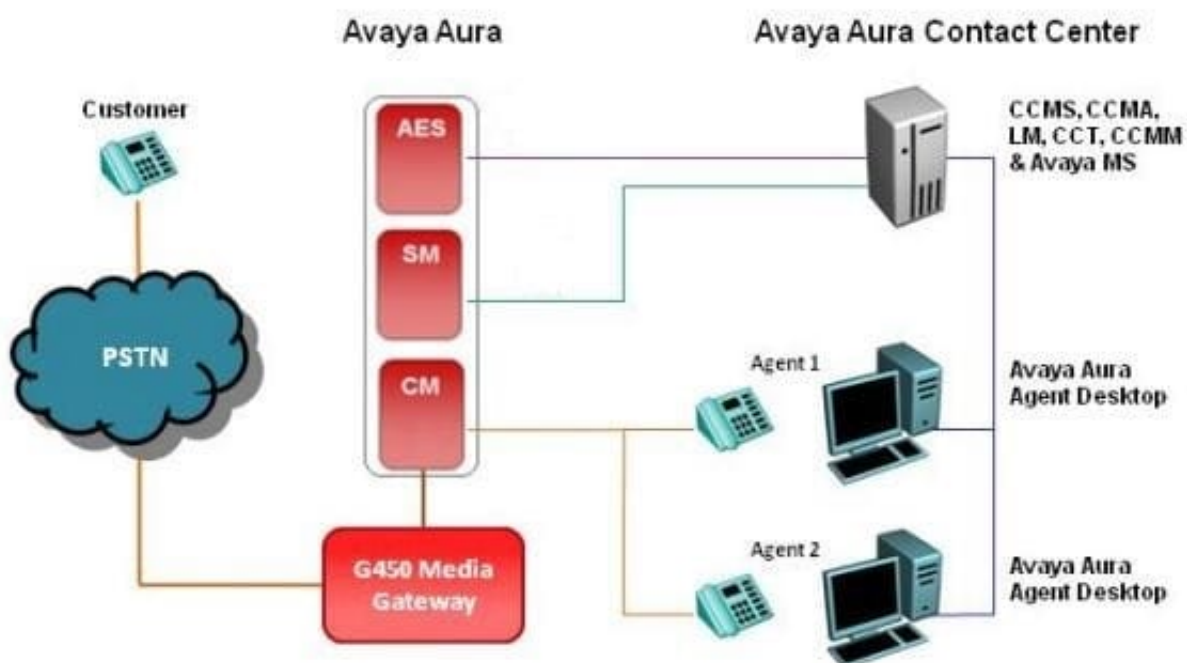
Which three contact information is provided in this report that can be used to identify issues? (Choose three.)

A. Contacts %Abandoned

B. Contacts Redirected

C. Contacts Answered

D. Contacts Offered

Correct Answer: D

QUESTION 2

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 3

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 4

When troubleshooting an Avaya Aura Contact center High Availability (HA) system implementation, where can you view HA cluster switchover allowable variable information that displays pass or FAIL flags for the HA cluster?

A. SMMC System Tray > HA Cluster information

B. SMMC System Tray > Database information

C. SMMC System Tray > General information

D. SMMC System Tray > System information

Correct Answer: B

QUESTION 5

Which two Avaya Aura Contact Center (AACC) Log files can be analyzed using the Avaya SIP Sleuth tool? (Choose two.)

A. AAMS Sip message logs

B. CCMS_ASM

C. CCMS_SGM_SipMessages

D. 11S Access logs

Correct Answer: AC

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