



3313^{Q&As}

Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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QUESTION 1

Which SIP component converts different protocols such as Integrated Services Digital Networking (ISDN) or another IP protocol such as H.323?

- A. SIP Redirect Server
- B. SIP Gateway
- C. Back-to-Back User Agent (B2BUA)
- D. SIP Gateway Manager

Correct Answer: B

QUESTION 2

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.)

- A. CSTA/TR87 Call ID
- B. AACC CDN
- C. Avaya Aura Media server (AAMS) addresses
- D. Customer telephone number

Correct Answer: AC

QUESTION 3

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 4**

In a SIP-enabled Avaya Aura Contact Center (AACC) deployment, a typical incoming call goes through the following sequence of steps:

1.

The incoming call arrives at the switch.

2.

The switch routes the call to the Contact Center Manager Server (CCMS) based on the routing plan.

What is the next step in the sequence?

- A. The SIP Gateway Manager suspends the call. No audio path is established until the call is answered by an agent.
- B. The call is redirected to a SIP URI on the Session Manager and an H.323 session is established.
- C. The call is answered by the SIP Gateway Manager and a Real- Time Transport protocol (RTP) session is established.
- D. The CCMS anchors the call on an Avaya Aura Media server conference port.

Correct Answer: C

QUESTION 5

You created a user in Center Manager Administration (CCMA), but the user is not able to login as user after mapping this account.

Which utility can user to verify what accounts have been created and mapped on the CCMA server?

- A. Manager Administration > User accounts
- B. CCMA > User agent
- C. CCMA > User Logins
- D. Manager Administration configuration > CCMA User Migration

Correct Answer: B

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