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Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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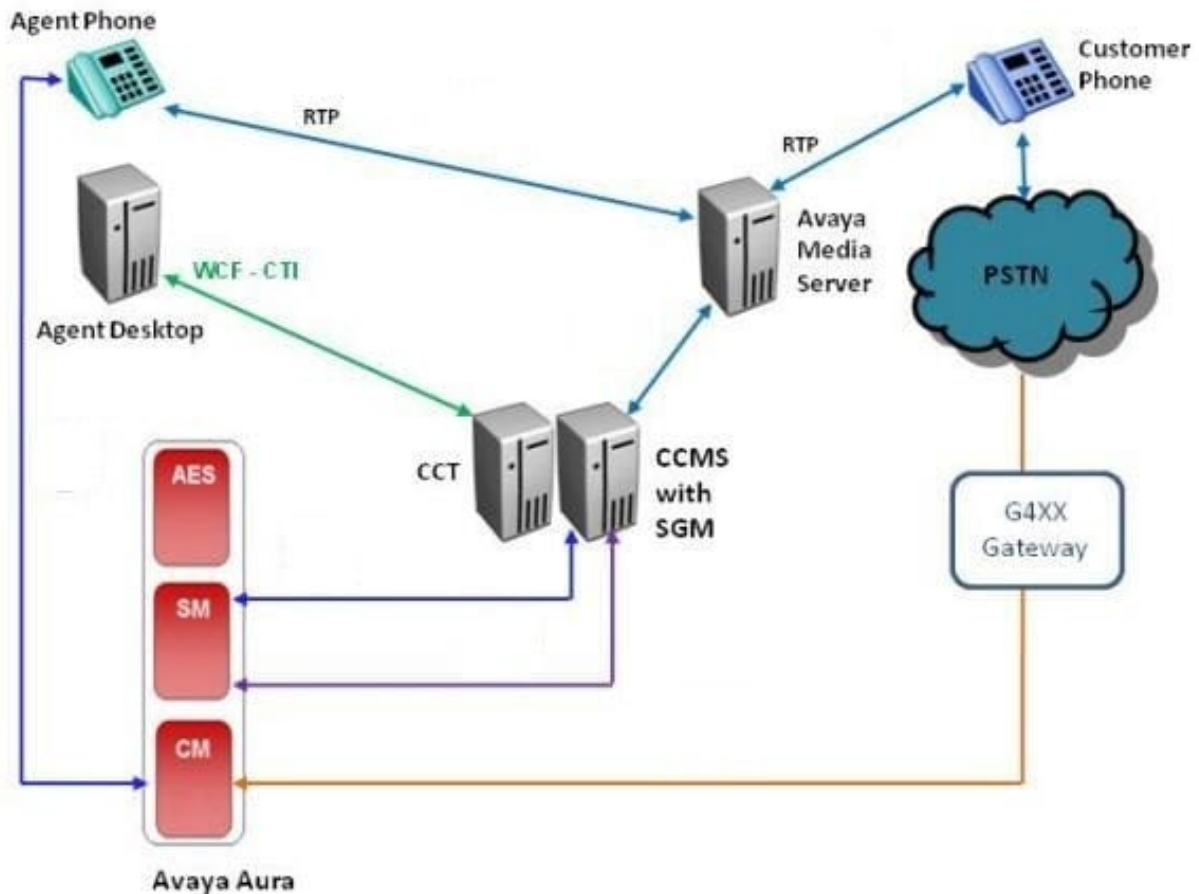
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QUESTION 1

Refer to the Exhibit.



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 2

When troubleshooting a stand-alone Avaya Aura Media Server (AAMS) issues, you may need to use packet capture tools to view the data messages being sent to and from the various system components.



Which tool can you use to capture packets and display a detailed view of the packet data?

- A. Wireshark
- B. Tcpdump
- C. Avaya Grep
- D. Pscan

Correct Answer: C

QUESTION 3

Which Windows Event Viewer folder contains Communications Control Toolkit (CCT) audit, error, and security log files?

- A. Windows Event Viewer\Performance\Logs
- B. Windows Event Viewer\Windows Logs\System
- C. Windows Event Viewer\Windows Logs\Security
- D. Windows Event Viewer\Windows Logs\Applications
- E. Windows Event Viewer\Applications and Services Logs

Correct Answer: E

QUESTION 4

A Contact Center administrator requires information on Contact Center components such as skillset properties, application properties, agent properties, and CDN properties.

Which Historical Report folder (category) should be examined?

- A. Contact Summary
- B. Configuration
- C. Agent Performance
- D. Call-by-Call

Correct Answer: A

QUESTION 5

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 click the Clear button?

- A. The call is disconnected and you must refresh the real-time Display Report.
- B. The call is remove 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: A

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