



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

Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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### QUESTION 1

The Avaya Aura Contact Center installer initiates a series of individual application installations, with each one creating its own log file.

If an application installation fails, which directory provides detailed logs on the installation failure?

- A. C:\Avaya\Logs\Sysops\MSiLogs
- B. C:\Avaya\Logs\Sysops\UniversalInstall
- C. C:\Avaya\Logs\Sysops\MSiLogs\ContactCenterManagerAdministration
- D. C:\Avaya\Logs\Sysops\MSiLogs\InstallLogs

Correct Answer: A

<https://downloads.avaya.com/css/P8/documents/100142076>

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### QUESTION 2

A Contact Center administrator reports that when attempting to add an agent they are unable to assign a Domain User Name from the list of browsed user accounts. The account status is shown as "Assigned".

What has caused this condition?

- A. The Contact Center Manager Administration (CCMA) server is not connected to the Domain Controller.
- B. The Contact Center administrator does not have the required permissions on the Domain Controller to make this account selection.
- C. The Domain User Name has been deleted from the Domain Controller, and is no longer available for selection.
- D. The Domain User Name has already been mapped to an existing CCT agent.

Correct Answer: A

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### QUESTION 3

You have downloaded and installed the Squirrel SQL Client. Once you launch the application, you must define a connection to the Cache database.

What is the first step in creating the connection to the database?

- A. Click on Aliases
- B. Click on Connect to
- C. Click on AACC-DATABASE-CCMS
- D. Click on Startup



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Correct Answer: A

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#### QUESTION 4

Which three statements regarding an Avaya Aura Media serve (AAMS) high availability (HA) solution are true? (Choose three.)

- A. All SIP signaling and RTP streams will go to the Active server.
- B. The AAMS notifies Avaya Aura contact (AACC) through port 57012 that an AAMS failover has occurred.
- C. Either the primary server or backup server can be in the active state, or the other AAMS server will be in the standby state.
- D. All SIP signaling and RTP streams will go to the active and standby server.

Correct Answer: ACD

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#### QUESTION 5

In a SIP-enable Avaya Aura Contact Center (AACC) environment, when a call is presented to an agent's telephone, the Avaya Agent Desktop (AAD) also alerts the agent to the incoming call.

If the agent uses AAD to answer the call, what request does CCNS send to switch using Application Enablement services (AES)?

- A. CCT
- B. SIP RTP
- C. TAPI AnswerCall
- D. TR87 AnswerCall

Correct Answer: A

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