3313^{Q&As}

Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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QUESTION 1

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 and click the Clear button?

A. The call is disconnected and you must refresh the Real-Time Display Report.

B. The call is removed 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: C

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

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

QUESTION 4

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

QUESTION 5

You are in the process of troubleshooting the Contact Center License Manager.

You must confirm that the server identified in the Contact Center License Manager Registry key matches the Contact Center License Manager server configured in which utility?

A. Access and partition Manager

B. server configuration

C. Contact center Management

D. Multimedia Administration Tool

Correct Answer: A

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