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Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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QUESTION 1

The Alarm Monitor shows events that occur on the CCMS. Events displayed in the Alarm Monitor also appear in the Windows Event Viewer.

The Alarm Monitor automatically starts when you log into which utility?

A. Contact Center Manager Utility

B. Log Archiver Utility

C. Contact Center Server Utility

D. Process Monitor Utility

Correct Answer: A

QUESTION 2

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 3

You need to enable additional debugging information for the contact center Multimedia (CCMM) Email manager to resolve an issue.

Which step will you take to enable additional debugging information?

A. Access the application Event Log properties on the CCMM server and select the checkboxes for verbose, information, warning, Error, and Critical under event Level.

B. Run the TraceControl utility for the CCMM application, select Email and set the Event Level to Debug and change the file Size Limit and max. Files.

C. Run the Tracecontrol utility for the, application, select Email and set Level to Debug and change the file size Limit

and Max. Files.

D. Run the Tracecontrol utility on the CCMM server and select the Event Level checkboxes for verbose, information, warning, Error, and critical.

Correct Answer: B

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

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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