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

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

Correct Answer: A

QUESTION 3

You want to install the Service Packs on Avaya Aura Contact Center (AACC) co-resident server that contains Contact Center Manager Server (CCMS), Contact Center Manager Administration (CCMA), and Communication Control Toolkit (CCT). You have downloaded the Service Packs from the Avaya website.

How can the Service Packs be installed using the Avaya Update Manager?

A. Copy all Service Pack files to the folder that was used to install the previous set of Service Packs and then start the Contact Center Patch Manager. The previous folder will be scanned automatically and all new Service Packs will be offered for installation.

B. Copy all Service Pack files to D:\Avaya\servicePacks and then start the Contact Center Patch Manager. The new Service Packs will be automatically detected and offered for installation.

C. Browse for the top-level folder that contains all folders where Service Pack files are located, click on install and then click scan for updates to locate all Service Packs. The selected folder and all folders underneath it will be scanned, the

new Service Packs will be offered for installation.

D. Add the folder containing each patch to the patch directory list in the Avaya Update Manager and then click Scan for updates to locate all Service Packs. The selected folders will be scanned, and the new Service Packs will be offered for installation.

Correct Answer: C

QUESTION 4

In Avaya Aura Contact Center (AACC), how do you create auto-responses from the most commonly used auto suggestions?

A. Run a "Contact Summary" report in Historical Reporting on the Contact Center Manager Administration (CCMA) server and create auto-responses based on the most frequently-occurring e-mail contact topics in the report.

B. Run a "Contacts Closed by Auto-Suggestion, Top 5" historical report from the "Multimedia" folder in Historical Reporting on the Contact Center Manager Administration (CCMA) server, and use the auto-suggestion keywords and responses from the report to create new e-mail auto-responses.

C. Enable "Keyword Reporting" for email contacts in the "E-mail" tool in Contact Center Multimedia (CCMM) Administration, and then use the "Keyword Frequency" tool to determine which keywords should be used to trigger new auto responses.

D. Use the "Auto-Suggest Promotion" tool in Contact Center Multimedia (CCMM) Administration to promote auto-suggestions to auto-responses based on the percentage of contacts for which each autosuggestion was selected.

Correct Answer: D

QUESTION 5

Avaya Agent Desktop (AAD) is not displaying any Communication Control Toolkit (CCT) resource.

From CCT Administration, what three checks would you make for CCT configuration issues? (Choose three.)

A. Verify that the DNs configured on the telephone are configured as addresses in CCT.

B. Verify that the domain account has at least one address assigned in CCT.

C. Verify that the domain account AAD is running under is configured in CCT.

D. Verify that the CDNs configured on the telephone are configured as addresses in CCT.

Correct Answer: ACD

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