

## Avaya 3313 Exam

### Volume: 63 Questions

#### Question No:1

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.

Answer: A

#### Question No:2

Trace Control is utility used to manager traces for the Contact Center servers.

Which three statements regarding for the Trace Control Utility are true? (Choose three.)

- A. The functionality of the Trace Control Utility is split between separate menu tabs for each installed Contact Center application.
- B. Logging is controlled with the trace Control Utility.
- C. The Trace Control Utility provides the ability to save trace settings in a .doc format.
- D. The Trace Control Utility can be accessed from windows > Apps > TraceControl.

Answer: B,C,D

#### Question No:3

In a Voice and Multimedia Contact Server with an Avaya Aura® Media Server (AAMS) co-resident installation, how are license keys provided to the AAMS?

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- A. When the AAMS is configured as a Media Server in CCMA, Contact Center License Manager pushes the license keys to the AAMS.
- B. When the AAMS is configured as a Media Server in CCMA, Contact Center Server pushes the license keys to the AAMS.
- C. Contact Center Manager Administration (CCMA) supplies license keys as required.
- D. WebLM is configured on the AAMS to provide the required license keys.

Answer: C

### Question No:4

You can check the size of databases in the CCMM Data management tool. When the current size of the OFFLINE database grows to 75% of the maximum size, CCMM logs this event to log file. At what percent does CCMM stop automatically synchronizing contacts from the MULTIMEDIA database, thereby preventing you from running manual or scheduled cleanups?

- A. 80%
- B. 85%
- C. 90%
- D. 95%

Answer: C

### Question No:5

You are experiencing issues with voice treatments being played to callers. You believe there may be a problem with the co-resident Avaya Aura Server (AAMS).

Where would you go to find AAMS related errors?

- A. Alarm Viewer in the AAMS server utility
- B. Windows Application Event Log on the AAMS
- C. Alarms page in the system status section of the AAMS Element Manager
- D. Event logs located in D:\Avaya\Logs\MAS on the AAMS

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Answer: C

Question No:6

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

Answer: B

Question No:7

The Server Control and Monitor Utility (SCMU) is one of the AACC Core Common Components. Which three functions can be performed from the SCMU? (Choose three.)

- A. Start or Stop High Availability (HA) System
- B. Display status of component services
- C. Shutdown or Start up Contact Center
- D. Enable/Disable High Availability (HA) Switchover

Answer: B

Question No:8

Which Avaya Aura® Contact Center (AACC) support document will help you verify the Platform Vendor Independent (PVI) supported hardware?

- A. Avaya Aura® Contact Center and Avaya Aura® Unified Communications Platform Integration
- B. Avaya Aura® Contact Center Overview and Specification

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C. Avaya Aura® Contact Center and Avaya Aura® Unified Communications Solution Description

D. Avaya Aura® Contact Center commissioning for Avaya Aura® Unified Communications

Answer: A

Question No:9

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.

Answer: A,C,D

Question No:10

In a SIP-enabled Avaya Aura® Contact Center (AACC) deployment, a typical incoming call goes through the following sequence of steps:

1. The incoming call arrives at the switch.

2. The switch routes the call to the Contact Center Manager Server (CCMS) based on the routing plan.

What is the next step in the sequence?

A. The SIP Gateway Manager suspends the call. No audio path is established until the call is answered by an agent.

B. The call is redirected to a SIP URI on the Session Manager and an H.323 session is established.

C. The call is answered by the SIP Gateway Manager and a Real- Time Transport protocol (RTP) session is established.

D. The CCMS anchors the call on an Avaya Aura® Media server conference port.

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Answer: C

Question No:11

Which two Avaya Aura Contact Center (AACC) Log files can be analyzed using the Avaya SIP Sleuth tool? (Choose two.)

- A. AAMS Sip message logs
- B. CCMS\_ASM
- C. CCMS\_SGM\_SipMessages
- D. IIS Access logs

Answer: A,C

Question No:12

While troubleshooting a communication control (CCT) issue, Avaya support has requested an archive of all current CCT log files.

How would you make an archive of the log files to provide to support personnel?

- A. Create a ZIP archive of all files in D:\Avaya\Logs\CCT.
- B. The Archive Manager creates a new log file archive every hour. the archive will be available configured archive location when the Archive Manager completes the archive process.
- C. Run the log Archive utility on the CCT and click the "Schedule An hive" button on the tab. When the schedule completes, the archive will be available in the configured archive lot
- D. Run the Log Archiver utility on the CCT server and click the "Archive AM Files Now" button on Settings tab. The archive will be available in the configured archive location.

Answer: D

Question No:13

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?