



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

Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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### QUESTION 1

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

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### QUESTION 2

An agent is configured to handle e-mail multimedia contacts. The agent is able to receive, read, and reply to e-mails using the Avaya Aura Agent Desktop (AAAD). However, the agent cannot open attachments in inbound e-mails.

What is a possible cause of this problem?

- A. The agent's web browser is not set for the correct character encoding.
- B. .NET 3.5 Service Pack 1 is not installed on the agent's computer.
- C. Internet Explorer is not set as the default browser on the agent's computer.
- D. The agent has not been granted "open E-mail Attachments" rights in Contract Center multimedia (CCMM).

Correct Answer: A

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### QUESTION 3

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

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

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#### QUESTION 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%

Correct Answer: C

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#### QUESTION 5

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

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