



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

Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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### QUESTION 1

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

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### QUESTION 2

The Avaya Aura Media Server (AAMS) Event Logs are useful in diagnosing issues where AAMS announcements or other recordings such as music on hold or ringback are not playing.

Which three pieces of information is included in the logs? (Choose three.)

- A. Severity
- B. Event Session
- C. Event ID
- D. Event Class

Correct Answer: BCD

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### QUESTION 3

The phantom Scan Utility (Pscan) is an AACC utility used to scan and perform which three tasks? (Choose three.)

- A. Clear call from the utility and from Real-TIME Display Report.
- B. Disconnect the call if one is present in the system.
- C. View only those calls that are waiting in queue.
- D. View all calls



Correct Answer: ABC

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#### QUESTION 4

In a SIP-enabled 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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#### QUESTION 5

Avaya Aura Contact Center supports implementing Secure Real-Time Transport Protocol (SRTP) for voice contacts within the Contact Center. SRTP is an extension to the Real-Time Transport Protocol (RTP) to support secure real-time communications. The primary use of SRTP is to encrypt and authenticate voice over IP on the network.

Before implementing SRTP in Contact Center, you must have TLS on which three links? (Choose three.)

- A. Agent telephones to Communication Manager (CM)
- B. Communication Manager (CM) to Contact Center
- C. Session Manager (ASM) to Contact Center
- D. Contact Center to Avaya Aura Media Server (AAMS)

Correct Answer: ACD

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