



3313^{Q&As}

Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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QUESTION 1

When troubleshooting Avaya Aura Contact Center (AACC) system faults, you can use the SGM Management Client to view the status of the connection to which two components? (Choose two.)

- A. Application Enablement services (CTI proxy)
- B. Session Manager (Voice inbound proxy)
- C. Communication Manager (voice inbound proxy)
- D. APS server (Presence proxy)

Correct Answer: AB

QUESTION 2

The Avaya Grep SipSequence.html report is generated from a call's SIP Message, and graphically displays the call flow through endpoints and route points.

Which three column headers are key headers in the SipSequence.html ladder diagram? (Choose three.)

- A. CSTA/TR87 Call ID
- B. AACC CDN
- C. Avaya Aura Media server (AAMS) addresses
- D. Customer telephone number

Correct Answer: AC

QUESTION 3

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.

Correct Answer: C

QUESTION 4

The C:\WINDOWS\system32\drivers\etc\hosts file on the Contact Center Manager Server (CCMS) contains multiple entries for each host. You have removed the duplicate entries by manually editing the file. What should you do next to completely resolve the issue?

- A. Run the Server Configuration utility, save and apply all changes, then reboot the CCMS server.
- B. Reboot the CCMS server.
- C. Use the windows services utility to restart the MAS Configuration manager services.
- D. Run the CCMS network Configuration utility, save and apply all changes, then reboot the CCMS server.

Correct Answer: C

QUESTION 5

The Avaya Grep tool is used to search log files for Call Events for a given Contact Center Call ID. Which three types of report output does Avaya Grep generate? (Choose three.)

- A. Sip Sequence Report
- B. Summary Report
- C. Call Properties Report
- D. Summary Log file
- E. Event Report

Correct Answer: ABD

QUESTION 6



In a sip-enabled Avaya Aura Contact Center (AACC) deployment, which component supplies call treatment and call progress tones to external callers?

- A. SIP Gateway manager
- B. Contact center Media services
- C. Avaya Aura Media server
- D. Session Manager

Correct Answer: B

QUESTION 7

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 8

When troubleshooting a stand-alone Avaya Aura Media Server (AAMS) issues, you may need to use packet capture tools to view the data messages being sent to and from the various system components.

Which tool can you use to capture packets and display a detailed view of the packet data?

- A. Wireshark
- B. Tcpdump
- C. Avaya Grep
- D. Pscan



Correct Answer: C

QUESTION 9

In an Avaya Aura Contact Center (AACC) multimedia environment with Communications Control Toolkit (CCT), which NCCT service is not used in a SIP deployment?

- A. NCCT OI Service
- B. NCCT Service
- C. NCCT SMON
- D. NCCT TAPI Connector
- E. NCCTDALS

Correct Answer: D

QUESTION 10

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

QUESTION 11

You are in the process of troubleshooting the Contact Center License Manager.

You must confirm that the server identified in the Contact Center License Manager Registry key matches the Contact Center License Manager server configured in which utility?

- A. Access and partition Manager
- B. server configuration



- C. Contact center Management
- D. Multimedia Administration Tool

Correct Answer: A

QUESTION 12

Real displays are not being updated with data. You suspect that CCMA is not receiving real-time data from CCMS.

To verify that the Multicast transmission is being received from the CCMS you open a command prompt window and type which command?

- A. rtrtrace
- B. mCast.exe
- C. icertdtrace
- D. mRcv.exe

Correct Answer: D

Test the RSM service using the Multicast Receive utility (mRcv.exe), if you are having problems with real-time displays. The mRcv.exe utility displays statistical information according to the settings specified in a configuration tool called mRcv.ini.

<https://downloads.avaya.com/css/P8/documents/100093298>

QUESTION 13

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

QUESTION 14

When a call is placed, a SIP Invite message is sent (for example: INVITE sip:Joe@abc_sample.com). What is the next



message sent in this sequence?

- A. 200 ACK
- B. 200 Ringing
- C. 180 Ringing
- D. 180 ACK

Correct Answer: A

QUESTION 15

The SIP CTI link between a SIP-enabled Avaya Aura Contact Center (AACC) and Application Enablement Services (AES) employs secure communication.

Which three objectives does secure communication commonly aim to achieve? (Choose three.)

- A. Authorization
- B. Public Key
- C. Confidentiality
- D. Integrity
- E. Private Key

Correct Answer: ACD

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