Avaya

3313 Exam

Avaya Aura Contact Center Maintenance and Troubleshooting Exam

Version : 7.0

Question: 1

In a SIP-enable 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

Answer: A

Question: 2

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: 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

Answer: A,B,C

Question: 4

While investigating an issue with Contact Center Manager Server (CCMS), you discover that the Task Flow Executor (TFE) frequently restarts. In an effort to discover the cause of the restarts, you decide to review the TFE log file.

Which file contains the most recent TFE logs?

  A. D:\Avaya\l_ogs\CCMS\CCMS_TFE_1
  B. D:\Avaya\Logs\CCMS_TFE_5
  C. D:\Avaya\Logs\CCMS\TFE_1
  D. D:\Avaya\Logs\CCMS\CCMS_TFE_5

Answer: B

Question: 5

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.

Answer: C