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Exam : **3313**

Title : Avaya Aura® Contact Center
Maintenance and
Troubleshooting Exam

Vendor : Avaya

Version : DEMO

NO.1 In a sip-enabled Avaya Aura Contact Center (AACC) deployment, which component supplies call treatment and call progress tones to external callers?

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

Answer: C

NO.2 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. mRcv.exe
- B. icertdtrace
- C. mCast.exe
- D. rtrtrace

Answer: A

Explanation

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>

NO.3 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 Domain User Name has already been mapped to an existing CCT agent.
- B. The Domain User Name has been deleted from the Domain Controller, and is no longer available for selection.
- C. The Contact Center Manager Administration (CCMA) server is not connected to the Domain Controller.
- D. The Contact Center administrator does not have the required permissions on the Domain Controller to make this account selection.

Answer: C

NO.4 A Contact Center administrator requires information on Contact Center components such as skillset properties, application properties, agent properties, and CDN properties.

Which Historical Report folder (category) should be examined?

- A. Call-by-Call
- B. Contact Summary
- C. Agent Performance
- D. Configuration

Answer: B

NO.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 removed from the utility but will remain on the Real-Time Display Report
- B.** The call is removed from the utility and from the Real Time Display Report.
- C.** The call is disconnected and you must refresh the Real-Time Display Report.
- D.** The call is removed from the Real-Time Display Report and the call is disconnected.

Answer: A

NO.6 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.** Contact center Management
- B.** Access and partition Manager
- C.** server configuration
- D.** Multimedia Administration Tool

Answer: B

NO.7 The Call-by-Call report identifies what happens to a call from the time it enters the system, until it leaves Contact Center control. The report is an event report that traces and records the events of each call.

Which three statements regarding the Call by-Call report are true? (Choose three.)

- A.** The Call ID is the identifier that ties all information together to produce the complete record for each call.
- B.** You can enable Call-by-Call statistics for reports on a per application basis.
- C.** If a call is queued and an announcement is played, the event will be included in the event column.
- D.** The Call-by-Call report can include several reporting intervals.

Answer: B,C,D