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Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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QUESTION: 56

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

Answer: B

QUESTION: 57

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

Answer: A

QUESTION: 58

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.

Answer: C

QUESTION: 59

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

Answer: A, B, C

QUESTION: 60

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: 61

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

QUESTION: 62

Which Windows Event Viewer folder contains Communications Control Toolkit (CCT)

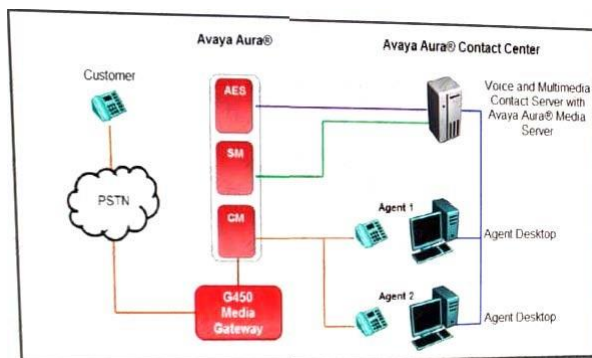
audit, error, and security log files?

- A. Windows Event Viewer\Performance\Logs
- B. Windows Event Viewer\Windows Logs\System
- C. Windows Event Viewer\Windows Logs\Security
- D. Windows Event Viewer\Windows Logs\Applications
- E. Windows Event Viewer\Applications and Services Logs

Answer: E

QUESTION: 63

Refer to the Exhibit.



In a SIP-enabled contact center deployment which protocol is used to connect the Application Enablement Service (AES) and Contact Center Manager Server (CCMS)?

- A. TCP
- B. STP
- C. H.323
- D. AML
- E. TR87/TLS

Answer: B

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