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**Vendor:** Avaya

**Exam Code:** 3301

**Exam Name:** Avaya Aura Contact Centre Maintenance & Troubleshooting Exam

**Version:** Demo

### QUESTION NO: 1

In Avaya Aura Contact Center (AACC), how do you create auto responses that address the most commonly received e-mail queries?

- A. Run ,1 "Contacts is Closed by Auto Suggestion, top 5" historical report from the "Multimedia" folder in Historical Reporting on the Contact Center Manager Administration (CCMA) server, and auto suggestion keywords and responses from the report to create new e-mail auto-respect.
- B. Enable "Keyword Reporting" for e-mail contacts in the "E mail" tool in Contact Center Multimedia (CCMM) Administration, then use the "Keyword Frequency" tool to determine which keywords would be used to trigger new auto-responses.
- C. Run a "Contact Summary" report in Historical Reporting on the CCMA server and create auto-responses based on the most frequently-occurring e-mail contact topics in the report.
- D. Use the "Auto-Suggest Promotion" tool in CCMM Administration to promote auto-suggestions auto-responses based on the percentage of contacts for which each auto-suggestion was selected.

**Answer: B**

**Explanation:**

### QUESTION NO: 2

While Investigating an Issue with an Avaya Aura Contact Center (AACC) Contact Center Manager (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\Logs\CCMS\TFE 1.log
- B. D:\Avaya\logs\CCMS\_TFF 1.log
- C. D:\Avaya\Logs\CCMS\_TFE\_5.log
- D. D:\Avaya\Logs\CCMS\CCMS\_TFE\_1.log

**Answer: C**

**Explanation:**

### QUESTION NO: 3

Where are current SIP messages logged by Contact Center Manager Server?

- A. C:\Avaya\logs\CCMS\SipMessages0

- B. D:\Avaya\Logs\CCMS\SGM\SipMessages0
- C. D:\Avaya\Logs\CCMS\CCMS\_SGM\_SipMessages0
- D. F:\Traces\Avaya\Logs\CCMS\SGM\SipMessagesO

**Answer: D**

**Explanation:**

#### **QUESTION NO: 4**

In the Avaya Aura Contract Center (AACC) SIP environment, when a call is presented to an agent's telephone, the Avaya Aura Agent Desktop (AAAD) also alerts the agent to the incoming call. The call may be answered either via the telephone or AAAD.

If the agent uses the AAAD to answer the call, which protocol is used between AACC and the switch to signal off-hook?

- A. CCT
- B. SIP RTP
- C. TAPI
- D. TR87

**Answer: A**

**Explanation:**

#### **QUESTION NO: 5**

An agent is configured to handle e-mail multimedia contacts. The agent is able to receive, read, and reply to e-mails using the Avaya Aura Agent Desktop (AAAD). However, the agent cannot open attachments in inbound e-mails.

What is a possible cause of this problem?

- A. The agent's web browser is not set for the correct character encoding.
- B. .NET 3.5 Service Pack 1 is not installed on the agent's computer.
- C. Internet Explorer is not set as the default browser on the agent's computer.
- D. The agent has not been granted "open E-mail Attachments" rights in Contract Center multimedia (CCMM).

**Answer: A**

**Explanation:**

**QUESTION NO: 6**

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: B**

**Explanation:**

**QUESTION NO: 7**

At an elevated level, engineers have designed the architecture of SH' around two parallel components.

Which SIP component is comprised of two subcomponents, where one component initiates SIP requests and the other component responds to requests?

- A. User Agent
- B. SIP Gateway Manager
- C. Back-to-Back User Agent
- D. SIP Server
- E. SIP Gateway

**Answer: B**

**Explanation:**

**QUESTION NO: 8**

Avaya Aura Contact Center Manager Server (CCMS) is host to the Contact Center Security

framework certificate Store. In the procedures to Create a Certificate Store, once the store is created is also created.

A characteristic of this certificate is that it contains\_\_\_\_\_.

- A. a private key that is used in private - public key encryption
- B. a public key that is used in public - public key encryption
- C. a private key that is used in private - private key encryption
- D. a public key that is used in private - private key encryption

**Answer: B**

**Explanation:**

### **QUESTION NO: 9**

Which SIP component supports both H.323 and SIP protocol architecture, and which common media streaming protocol is supported?

- A. SIP Gateway Manager with transport Layer Security (TLS)
- B. Network Routing Service with TCP and UDP
- C. Back to Back User Agent (B2BUA) with TLS
- D. SIP Gateway with Real-Time Protocol (RTP)
- E. SIP Redirect Server with RTP

**Answer: C**

**Explanation:**

### **QUESTION NO: 10**

Your department has installed a backup utility client application on your co-resident Contact Center Manager Server (CCMS) server. This utility uses port 10000 for network communications. After installing the utility and rebooting the server, you begin to have issues with the Avaya Aura Contact Center (AACC) system.

What are the symptoms of this problem that you experience?

- A. The TFE service fails to start and calls are not processed.
- B. The Toolkit Name service fails to start and agents appear as "UNKNOWN" in real-time displays.

**C.** The NCCT service fails to start and agents are unable to log in via the Avaya Aura Agent Desktop) (AAAD).

**D.** SymposiumWC.exe fails to start and supervisors are unable to log in to Contact Center Manager Administrator (CCMA).

**Answer: B**

**Explanation:**

#### **QUESTION NO: 11**

What is the update frequency of the Contact Center Multimedia (CCMM) Dashboard?

**A.** The Dashboard refreshes every 5 seconds.

**B.** The Dashboard refreshes every 10 seconds by default.

**C.** The Dashboard refresh rate is configurable from 1-360 seconds.

**D.** The Dashboard update requires clicking on the Refresh button.

**E.** The Dashboard update requires clicking on the Update button.

**Answer: C**

**Explanation:**

#### **QUESTION NO: 12**

When attempting to log on to Contact Center Manager Administrator (CCMA) for the first time using internet Explorer 7.0, a new supervisor sees the message "ERROR:UNKNOWN!" on the login page. None the other supervisors report the issue, and you have logged onto CCMA yourself with the "webadmin" account and verified that it is functioning normally.

What is causing this problem and how should it be corrected?

**A.** The CCMA server does not have a Windows Language Pack installed for the language assigned to the supervisor's account in Access and Partition Management. You must either install the appropriate language pack or change the supervisor's language to a language that does have Windows language pack installed.

**B.** The supervisor is connecting to the CCMA website while logged into the computer as a non-domain user. You must update the Anonymous access configuration for the default website to use the "IUSR\_SWC" credentials or ensure that all supervisors only use domain accounts when accessing CCMA.

**C.** The character encoding is set to an incorrect value in the supervisor's web browser. Set the encoding in Internet Explorer to "Western European" and then reload the website.

**D.** The URL for the CCMA server has not been added to the list of Trusted Sites in the supervisor's web browser. Add the CCMA URL to the list of Trusted Sites, then restart Internet Explorer and reconnect to the website.

**Answer: A**

**Explanation:**

### **QUESTION NO: 13**

Which two visualization technologies are supported for Avaya Aura Contact Center (AACC)?  
(Choose two.)

- A.** VMWare vSphere 3.0
- B.** VMWare vSphere 4.0
- C.** Microsoft Hyper-V
- D.** Microsoft Virtual Server
- E.** XenSecure Xen 3.1.2

**Answer: B,C**

**Explanation:**

### **QUESTION NO: 14**

Which Avaya Aura Contact Center (AACC) historical report contains the time of arrival, Automatic Number Identification (ANI), answering agent, and final disposition for individual calls?

- A.** Contacts Details report
- B.** Contacts Received by Skillset report
- C.** Contact Summary report
- D.** Contact Treatment report

**Answer: C**

**Explanation:**

### **QUESTION NO: 15**

When initiating a simple SIP call, the SIP architecture uses an INVITE method message.

Which two fields would you examine to determine that an INVITE message was initiated when

tracing a SIP call?

- A. Call-ID:, Contact:
- B. Request:, Cseq:
- C. Via:, To:
- D. Contact:, Cseq:
- E. Request:, To:

**Answer: A**

**Explanation:**

#### **QUESTION NO: 16**

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

- A. Avaya Media Server
- B. Contact Center Media Services
- C. Session Manager
- D. SIP Gateway Manager

**Answer: B**

**Explanation:**

#### **QUESTION NO: 17**

You have downloaded a new Quick Fix Engineering (QFE) patch for the Avaya Media Server (Avaya MS). You must install the QFE patch on the Avaya MS server.

What is used to install QFE patches on the Avaya MS?

- A. the System Configuration > Software Update page in the Avaya MS Element Manager
- B. the Patch Manager on the Avaya MS server
- C. the maspatch command-line utility on the Avaya MS server
- D. the syspatch command-line utility on the Avaya MS server

**Answer: A**

**Explanation:**

**QUESTION NO: 18**

You are unable to access the Communication Control Toolkit (CCT) Web Administration tool. When you click on the link in Contact Center Manager Administration (CCMA), your Web browser displays the message "Internet Explorer cannot display the webpage."

What should you do next to begin troubleshooting the issue?

- A. Start the CCTOMCATSRV service on the CCT server.
- B. Verify that the port number configured for the CCT server in CCMA is set to 8443.
- C. Ensure that IIS is properly installed and configured on the CCT server.
- D. Ensure that the SSL certificate issued to the CCT server is installed on the CCMA server.

**Answer: C**

**Explanation:**

**QUESTION NO: 19**

Real-time displays on a standalone Contract Center manager Administration (CCMA) are not being updated with data. You suspect that the CCMA server is not receiving real-time data from the Contact Center Server (CCMS).

Which tool on the CCMA server can be used to determine whether real time data is being received from CCMS?

- A. mRcv.exe
- B. RTR Monitor from the CCMA Configuration utility
- C. iceRTDTrace.exe
- D. mCast.exe

**Answer: D**

**Explanation:**

**QUESTION NO: 20**

In a SIP environment, which component of Avaya Aura Contact Center (AACC) performs call processing?

- A. .NET
- B. SIP Computer Telephony Integration (CTI)
- C. SIP Gateway Manager

- D. SIP Proxy Server
- E. SIP Redirect Server

**Answer: B**

**Explanation:**

#### **QUESTION NO: 21**

You have completed a single, non-replicated nodal Contact Center Multimedia (CCMM) Installation, but after configuring the License Manager and rebooting the server, you are seeing licensing errors in the CCMM server's event log. You review the licenses file installed on the license Manager to verify that the proper licensing is in place for CCMM.

Which licensed feature must be present in the license file to enable CCMM?

- A. LM\_MMS
- B. LM\_MMPN
- C. LM\_LOC\_VOA
- D. LM\_CCMM\_Nodal

**Answer: A**

**Explanation:**

#### **QUESTION NO: 22**

When the agent attempts to log into the Avaya Aura Agent Desktop (AAAD) for the first time, an "Invalid Credentials" error message is displayed.

What is the cause of the error?

- A. The Windows account that the agent has used to log on to the computer is not mapped to an address in Communication Control Toolkit (CCT).
- B. The password set for the agent in Contact Center Multimedia (CCMM) does not match the password the agent is using in AAAD.
- C. The Voice URI assigned to the agent in Contact Center Manager Administration (CCMA) is incorrect.
- D. The SSL certificate used to secure CCT communications is not installed on the agent's computer.

**Answer: B**

**Explanation:**

**QUESTION NO: 23**

You have uploaded a new license file containing additional features to the Contact Center Manager Server (CCMS) and updated the License Manager with the new licenses. However, the new features are not accessible in Contact Center Manager Administrator (CCMA).

What should you do next to make the new features available in the Avaya Aura Contact Center (AACC)?

- A.** All AACC servers must be rebooted in the following order: CCMS, Contact Center Multimedia (CCMM), Communication Control Toolkit (CCT), CCMA.
- B.** The License Manager service must be restarted using the Windows Service Manager.
- C.** Restart each component to force it to renew its license with the License Manager; the features will be automatically enabled when the license is renewed.
- D.** The "Refresh All Servers" utility must be run from the CCMA Configuration page.

**Answer: C**

**Explanation:**

**QUESTION NO: 24**

You want to install the Service Packs on your Avaya Aura Contact Center (AACC) co-resident server which contains Contact Center Manager Server (CCMS), Contact Center Manager Administration (CCMA), and Communication Control toolkit (CCT). You have downloaded the Service Packs from the Avaya website.

How can the Service Packs be installed using the Contact Center Patch Manager?

- A.** Add the folder containing each patch to the patch directory list in the Contact Center Patch Manager, then click "Scan for Updates" to locate all Service Packs. The selected folders will be scanned, and the new service Packs will be offered for installation.
- B.** Browse for the top level folder which contains all folders where Service Pack tiles are located, then click "scan for Updates" to locate all Service Packs. The selected folder and all folders and all folder underneath it will be scanned, and the new Service Packs will be offered for installation.
- C.** Copy all Service Pack files to the folder which was used to install the previous set of Service Packs, then start the Contact Center Patch Manager. The previous folder will be scanned automatically and all new Service Packs will be offered for installation.
- D.** Copy all Service Pack files to D:\Avaya\ServicePacks, then start the Contact Center Patch

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