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Q&A

Exam : **3313**

Title : Avaya Aura® Contact
Center Maintenance and
Troubleshooting Exam

Version : DEMO

1.Avaya recommends that audio played by the Avaya Aura® Media server (AAMS) be encoded.

Which three settings are the recommended settings to provide optimum performance? (Choose three.)

A. Single channel

B. WAV PCM files

C. 16-bit

D. Multiple channels

Answer: A,C

Explanation:

https://support.avaya.com/resources/sites/AVAYA/content/live/SOLUTIONS/307000/SOLN307565/en_U
S/ImplementingAndAdministering_AMS_7.7.pdf

2.If announcements are not being played to callers, which troubleshooting steps will you perform?
(Choose three.)

A. From CCMA > Contact Management, ensure that the treatment address includes the correct SIP
context for the ANMC, CONF and DIALOG services.

B. Confirm recordings have been uploaded to the CCMS.

C. From CCMA > Configuration > Media services and Routes, ensure that the treatment address includes
the correct SIP context for the ANNC, CONF and DIALOG services.

D. Verify that each Media Server (AAMS) is associated with a least one Target Media Server (AAMS).

E. Verify that each Media server (AAMS) is associated with a least one target Media server (AAMS).

Answer: A,C,D

3.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: D

4.The Avaya Aura® Contact Center installer initiates a series of individual application installations, with
each one creating its own log file.

If an application installation fails, which directory provides detailed logs on the installation failure?

A. C: Avaya\Logs\Sysops\MSiLogs

B. C: Avaya\Logs\Sysops\UniversalInstall

C. C: Avaya\Logs\Sysops\MSiLogs\ContactCenterManagerAdministration

D. C: Avaya\Logs\Sysops\MSiLogs\InstallLogs

Answer: A

Explanation: https://downloads.avaya.com/css/P8/documents/100142076

5.Firewalls are a key part of keeping networked computers safe and secure.

Which three statements regarding Avaya Aura® Contact Center (AACC) and firewalls are true? (Choose

A. Download and install Microsoft security patches to AACC servers as patches become available.

B. If required you can import an AACC Firewall Policy.

C. AACC host-based firewalls can typically cause issues unless they are properly imported.

D. With every Service Pack, AACC installs a firewall policy which opens up the ports for an AACC solution to communicate and function.

Answer: A,B,C