Avaya

Exam 3301

Avaya Aura® Contact Center Maintenance and Troubleshooting Exam

Version: 7.0

[Total Questions: 54]

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: D

Question No : 2

Which two options are available (or controlling the generation of licensing alarms by a standalone Avaya Media Server (Avaya MS) (Choose two.)

A. Avaya MS Nodal Licensing alarms are disabled by default.
B. Licenses Exhausted
C. Real Time Usage Active License Percentage
D. Usage above threshold
E. Windows Event Viewer\Windows Logs\Applications and Services

Answer: B,D

Question No : 3

In a typical incoming SIP voice call scenario, a customer call goes through the following sequence of steps:

1. The incoming SIP call arrives at the switch.

2. The switch routes the call to the Contact Center Manager Server (CCMS) based on the dialing plan

What is the next step in the sequence?

A. The call is answered by the SIP Gateway Manager and a Real-lime Transport Protocol (RTP) session is established.
B. The call is redirected to a SIP URI on the Session Manager and an H.323 session is established.
C. The call is anchored on an Avaya Media Server (Avaya MS) conference port and an RTP session is] established.
D. The SIP Gateway Manager suspends the call; no audio path Is established until the call is answered by an agent.

Answer: C

Question No : 4

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 I 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: A

Question No : 5

You have completed s single, non-replicated nodal Contact Center Multimedia (CCMM) Installation, hut after configuring the License Manager and rebooting the server, you are seeing licensing errors in OR 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

Question No : 6

You are installing Contact Center manager Administrator (CCMA) on a server that has been loaded from a prebuilt image joined to the customer's domain. The server does not have a DVD-ROM driven, so you are installing from a DVD image shared over LAN. During the installation, you encounter several error messages:

- Run-time error '-2147463168 (800005000)'; ASDI Error; an invalid directory pathname was passed.

- Script: D:\Avaya\Contract Center\CCMA ADAm\ADAmScripts\IceinstallADM.vbs; the server is not operational. Code: 8007293A

- Error 0x8007203A on getObject method.

The installation proceeds through the error messages and reports success.

What should you do to ensure the integrity of the CCMA software installation?

A. Installation of active directory lightweight Domain Services (AD-LDS) may report transient errors when installed on a server that is already a domain member, but if the installation status indicated success, all CCMA components were installed correctly.
B. Disable Data Execution protection (DEP) on the server, uninstall CCMA, and then reinstall CCMA.
C. Uninstall CCMA, run networkSetup.bat from the DVD image, reinstall CCMA, and then run NetworkSetupReset.bat from the DVD image.
D. Uninstall CCMA, remove the server from the domain, rejoin it to the domain, and then reinstall the CCMA software.

Answer: D

CERTKILL

Question No : 7

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 issued 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

Question No : 8

You are configuring .111 ODBC data source for use with the Database Integration Wizard (DIW) on M Contact Center Manager Server (CCMS). You have installed l he ODBC driver for the database and created a Data Source Name (DSN) for the database using the ODBC Data Source Administrate on the CCMS server. You have tested connectivity using the ODBC Data Source Administrator and are able successfully connect using the database login ID and password. However, you cannot see the database within the Database integration Wrzard.

What is one potential cause of this problem?

A. You installed the 32-bit version of the ODBC driver. The Database Integration Wizard can only function correctly with 64-bit ODBC: drivers.
B. You installed the 64-bit version of the ODBC driver. The Database Integration Wizard can only function correctly with 32-bit ODBC drivers.
C. You created the ODBC DSN using the 32-bit version of the ODBC Data Source Administrator. The Database Integration Wizard can only function correctly with DSNs created with the 64-bit version of the ODBC Data Source Administrator.
D. You created the ODBC DSN using the 64-bit version of the ODBC Data Source Administrator. Database Integration Wizard can only function correctly with DSNs created with the 32-bit version ODBC Data Source Administrator.