



# QUESTION & ANSWER

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**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\\_US/ImplementingAndAdministering\\_AMS\\_7.7.pdf](https://support.avaya.com/resources/sites/AVAYA/content/live/SOLUTIONS/307000/SOLN307565/en_US/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\Log\Sysops\MSiLogs
- B. C: Avaya\Log\Sysops\UniversalInstall
- C. C: Avaya\Log\Sysops\MSiLogs>ContactCenterManagerAdministration
- D. C: Avaya\Log\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