



3313^{Q&As}

Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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QUESTION 1

The Alarm Monitor shows events that occur on the CCMS. Events displayed in the Alarm Monitor also appear in the Windows Event Viewer.

The Alarm Monitor automatically starts when you log into which utility?

- A. Contact Center Manager Utility
- B. Log Archiver Utility
- C. Contact Center Server Utility
- D. Process Monitor Utility

Correct Answer: A

QUESTION 2

Which Avaya Aura Contact Center (AACC) support document will help you verify the Platform Vendor Independent (PVI) supported hardware?

- A. Avaya Aura Contact Center and Avaya Aura Unified Communications Platform Integration
- B. Avaya Aura Contact Center Overview and Specification
- C. Avaya Aura Contact Center and Avaya Aura Unified Communications Solution Description
- D. Avaya Aura Contact Center commissioning for Avaya Aura Unified Communications

Correct Answer: A

QUESTION 3

Which three statements regarding an Avaya Aura Media serve (AAMS) high availability (HA) solution are true? (Choose three.)

- A. All SIP signaling and RTP streams will go to the Active server.
- B. The AAMS notifies Avaya Aura contact (AACC) through port 57012 that an AAMS failover has occurred.
- C. Either the primary server or backup server can be in the active state, or the other AAMS server will be in the standby state.
- D. All SIP signaling and RTP streams will go to the active and standby server.

Correct Answer: ACD



QUESTION 4

In a Voice and Multimedia Contact Server with an Avaya Aura Media Server (AAMS) co-resident installation, how are license keys provided to the AAMS?

- A. When the AAMS is configured as a Media Server in CCMA, Contact Center License Manager pushes the license keys to the AAMS.
- B. When the AAMS is configured as a Media Server in CCMA, Contact Center Server pushes the license keys to the AAMS.
- C. Contact Center Manager Administration (CCMA) supplies license keys as required.
- D. WebLM is configured on the AAMS to provide the required license keys.

Correct Answer: C

QUESTION 5

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

Correct Answer: A

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