

# 3002<sup>Q&As</sup>

Avaya IP Office™ Platform Configuration and Maintenance Exam

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#### **QUESTION 1**

Which outcome can be prevented with a correctly configured multi-site SCN solution?

- A. Compromised ACD routes
- B. Oversubscribed VMPro ports
- C. Oversubscribed VoiceMail storage
- D. tromboned calls

Correct Answer: A

#### **QUESTION 2**

In an SCN network with Distributed Voicemail, which two are required? (Choose two.)

- A. Port 80 supported
- B. Preferred Edition Licenses on all Voicemail Pro servers
- C. IIS installed on all Voicemail Pro servers
- D. SMTP unblocked between Voicemail Servers
- E. Local Host file

Correct Answer: CD

#### **QUESTION 3**

Calls into the IP500 are not ringing to the expected user. Which statement describes how the call routing is validated?

- A. Use the System Status Application (SSA) to see what user the call is ringing to.
- B. Use Customer Call Status (CCS) to see what user the call is ringing to.
- C. Capture a System Monitor trace and escalate to Avaya for an answer.
- D. Wait until the system is idle and place test calls so you can hear which telephone is ringing.

Correct Answer: A

#### **QUESTION 4**

Which three statements are requirements for installation of IP Office Server Edition on an Avaya Supplied server? (Choose three.)



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- A. Install it from either DVD ISO or from USB using the included Anaconda Installer.
- B. Set the Ignition process to Server mode.
- C. Edit the password, and configure the customer network settings and the basic Linux environment.
- D. Use the Initial Configuration Utility to set up detailed Mid-Market Server operation.
- E. Install Internet Explorer.

Correct Answer: ABD

#### **QUESTION 5**

You are installing a Server Edition. The New Hardware screen detects the presence of a second hard drive.

For which application is this normally used?

- A. One-X® Portal
- B. Call Detail Records
- C. Avaya Contact Recorder
- D. Voicemail Pro
- E. Web Services

Correct Answer: D

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