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QUESTION 1

Avaya currently provides Avaya Diagnostic Methodology for partners to raise trouble tickets and receive assistance.

Which three documents does Avaya expect customers/partners to have filled out before contacting support? (Choose three.)

A. Problem Clarification

B. Cause

C. Knowledge Management

D. Details/Findings

E. Problem Statement

Correct Answer: ACE

QUESTION 2

Which two statements describe steps for searching for an Avaya Aura?System Manager (SMGR) log containing the phrase \\'down\\'? (Choose two.)

A. Export the entire log file to your local PC, and then locally search with an application.

B. Navigate to Home / Services / Events / Logs / Log Viewer, then click on Filter, then Enable, and type \\'down\\' into the Message box, then click on Apply.

C. Navigate to Home / Services / Events / Logs / Log Harvester, then click on Harvest logs, then type \\'down\\' into the text contains box, then click on Apply.

D. Navigate to Home / Services / Events / Logs / Log Settings, then click on \\'text search\\' and then type \\'down\\' into the text search box, then click on Apply.

Correct Answer: BC

QUESTION 3

Which three statements about media-processing resources (DSPs) are true? (Choose three.)

A. SIP-SIP two-party calls will always use SIP Direct Media.

B. Two-party calls originated by H.323 stations, trunks, or media gateways, and terminated by SIP stations or trunks, cannot shuffle.

C. H.323-H.323 two-party calls will always shuffle.

D. Two-party calls originated by SIP stations or trunks, and terminated by H.323 trunks, media gateways, or other vendors\\' H.323 stations, will always shuffle.

E. If a direct media path cannot be established between two IP endpoints the call will fail from release 7.0.

Correct Answer: ABE

QUESTION 4

Where are Avaya Aura?Communication Manager (CM) translation files stored?

A. /var/home/ftp/pub

B. /etc/home/defty

C. /craft/home/xlations

D. /var/home/Avaya/xln/

Correct Answer: A

QUESTION 5

Which three statements are true regarding Avaya Aura?7.x? (choose three.)

A. Avaya Aura?Communication Manager (CM) performs Collaboration Services.

B. The database in Avaya Aura?Media Server (AAMS) is periodically synchronized with System Manager (SMGR)

C. Avaya Aura?Session Manager (SM) performs SIP Session Management and Bandwidth Management.

D. System Manager (SMRG) frequently sends heartbeats to SIP Entities.

E. Presence Services in Avaya Aura?7 is hosted as an Avaya Breeze?snap-in.

Correct Answer: CDE

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