



7241X^{Q&As}

Avaya Equinox Solution with Avaya Aura Collaboration Applications
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QUESTION 1

A customer wants check if the Equinox User configuration parameters are configured correctly.

Which URL is the correct AADS URL to be used for this verification?

- A. <https://:8343/acs/resources/configurations>
- B. <https://:8443/asc/resources/configurations>
- C. <http://:8443/acs/resource/configurations>
- D. <https://:8443/acs/resources/configuration>

Correct Answer: A

QUESTION 2

Avaya currently uses an online diagnostic methodology for partners to raise trouble tickets and receive assistance. The methodology is named Avaya Diagnostic Methodology. When Avaya Tier 3 support works a trouble ticket, what is the final step in the Avaya Diagnostics Methodology that they will perform?

- A. Install a patch to fix the problem.
- B. Update the Knowledge Management database.
- C. Implement corrective actions.
- D. Implement a solution.

Correct Answer: B

QUESTION 3

Who is responsible for completing Discipline 4, Determining Root Cause, of the 8D Troubleshooting Methodology?

- A. Business Partners and Avaya Tier 2
- B. Both Avaya Tier 2 and Tier 3
- C. Avaya Tier 2 only
- D. Avaya Tier 3

Correct Answer: D

QUESTION 4

A user, Bill Evans, is using the Avaya Equinox Thick Client but cannot add an image file while sending an IM to Jane



Doe (Web Client). The customer receives an error message: "This file can't be added".

What can be the problem with Bill Evans's Equinox Thick Client?

- A. Bill Evans is not assigned with Enhanced Feature License in AMM
- B. Bill Evans is not assigned with Enhanced Feature License in AAWG
- C. Bill Evans is not assigned with Enhanced Feature License in AADS
- D. Bill Evans is not assigned with Enhanced Feature License in SMGR

Correct Answer: B

QUESTION 5

A customer has deployed Avaya Equinox Team Engagement Solution and they want to test the Multimedia feature on their Equinox Clients. The customer uses messaging domain "trn.avaya.com". When a user, Bill Evans, tries to send an IM from the Thick Client to John Doe (Web Client) it returns the error message: "Send Failed". The customer decides to troubleshoot the issue and they get the following AMM configuration parameters when they verify for Bill Evans using <https://8443/aem/resources>.

```
{ "addresses": "https://uk-c3-amm3.lab.trn.avaya.com:8443/aem/resources/users/behans%40trn.avaya.com/addresses", "avayaRequestTimeout": { "maximum": 120, "minimum": 30, "recommended": 120 }, "capabilities": { "richContent": true }, "conversationsResource": { "href": "https://uk-c3-amm3.lab.trn.avaya.com:8443/aem/resources/users/bevans%40trn.avaya.com/conversations", "maxIdsLimit": 30, "maxMessageCount": 15 }, "domains": { "avaya.com" }, "limits": { "maxAudioSize": 1048576, "maxGenericAttachmentSize": 3145728, "maxImageSize": 1048576, "maxTextLength": 525, "maxVideoSize": 3145728 }, "messages": "https://uk-c3-amm3.lab.trn.avaya.com:8443/aem/resources/users/bevans%40trn.avaya.com/messages", "outbox": "https://uk-c3-amm3.lab.trn.avaya.com:8443/aem/resources/users/messages", "self": "bevans@trn.avaya.com", "services": { "markAsReadIf": "https://uk-c3-amm3.lab.trn.avaya.com:8443/aem/services/users/bevans%40trn.avaya.com/conversations/markAsReadIf", "validateAddresses": "https://uk-c3-amm3.lab.trn.avaya.com:8443/aem/services/users/bevans%40trn.avaya.com/validateAddress" } }
```

Which reason is a valid reason for the customer problem?

- A. The customer has configured a wrong AMM Server messaging URL
- B. The customer has configured a wrong AMM Server port number "8443"



- C. The customer has configured a wrong AMM messaging domain "avaya.com"
- D. The customer has configured a correct AMM messaging domain "avaya.com"

Correct Answer: C

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