7241X^{Q&As}

Avaya Equinox Solution with Avaya Aura Collaboration Applications Support Exam

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QUESTION 1

Using a web GUI, where can you check the Avaya Multimedia Messaging (AMM) log events?

A. From the SMGR home page, navigate to SMGR > Services > Events > Log Viewer

B. Use the AMM web GUI and navigate to Log Management > Logs and Events

C. Use the AMM command line to view log events on the command mode

D. From the SMGR home page, navigate to SMGR > Elements > Log Viewer

Correct Answer: A

QUESTION 2

Which two statements are correct about Avaya Tier 2/Business Partners? (Choose two.)

A. They describe the problem to Tier 3 in an escalation ticket, and Tier 3 performs Containment Actions.

B. They provide a package of data attached to the case they\\'ve opened, and escalate to Tier 3.

C. They immediately escalate to Tier 3 when the issue is encountered.

D. They isolate and resolve the issue, then escalate to Tier 3 for corrective action.

E. They isolate the issue, and if no root cause is found, they escalate to Tier 3 for resolution.

Correct Answer: BE

QUESTION 3

A customer is unable to login to their own Equinox Virtual Meeting Room using Bill Evans from Avaya Equinox Thick Client. The customer is able to login to other Virtual Meeting Rooms using Bill Evans from Avaya Equinox Thick Client. When they traced the Equinox Management iVIEW.log they observed the following error message.

Which reason is a valid reason for this problem?

A. Bill Evans is not assigned Diamond User License

B. Bill Evans is not assigned Golden User License

C. Bill Evans is not assigned Guest User License

D. Bill Evans is assigned Golden User License

Correct Answer: C

QUESTION 4

While using the AAWG Test Application URL, which two commands are run to make a test call to user 1001? (Choose two.)

A. Enter Dial 1001 and hit enter

B. Enter "Call 1001" and hit enter

C. Type "ac" (to activate the call) and hit enter

D. Type "cc" (to activate the call) and hit enter

E. Type command "dc" (to activate the call) and hit enter

Correct Answer: AC

QUESTION 5

The first three steps of the 8D Troubleshooting Methodology are performed by the Avaya Business Partner or Avaya Tier 2. Step 1 is Establish the Team.

What are steps two and three? (Choose two.)

A. Identify Root Cause

B. Choose Corrective Actions

C. Describe the Problem

D. Prevent Recurrences

E. Containment Actions

Correct Answer: AC

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