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Avaya IP Office Platform Configuration and Maintenance Exam

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QUESTION 1

A customer is experiencing clipping and drop-outs when using a remote deskphone through the WAN. Which two methods can a technician use to help identify the source of the problem? (Choose two.)

- A. Add an IP route.
- B. Compare calls to local and remote extensions.
- C. Change the Mode from A-law to u-Law.
- D. Watch QoS alarms in SSA.
- E. Change codecs in the IP Office.

Correct Answer: BD

QUESTION 2

A customer has two main receptionists using SoftConsole; however, when they are away from their desk, there are two back office workers who have the SoftConsole on their PC to take calls to cover these periods.

How many licenses are required for two of the possible four SoftConsole to work in business hours?

- A. 8
- B. 6
- C. 4
- D. 2

Correct Answer: C

QUESTION 3

A customer wants users to duplicate all their Outlook contacts into the one-X® Portal personnel directory. How would you recommend the users do this?

- A. Copy and paste all contacts from Outlook in their personal director.
- B. Import the Outlook contact using a .csv format.
- C. Integrate the IP Office with Outlook.
- D. Add each Outlook contact individually into the personal directory.

Correct Answer: B



QUESTION 4

Refer to the exhibit.

You have configured enough SIP channels to carry the expected communications load, but users are reporting that sometimes they cannot call out and callers cannot get through. Based on the information in the exhibit, what is causing the problem?

- A. The system is ignoring refresh messages.
- B. The caller ID is not passed by some carriers.
- C. The calls are being referred incorrectly.
- D. The timer should be set to 2 minutes.

Correct Answer: B

QUESTION 5

What do Distributed Voicemail Pro and the Central Voicemail Pro use to communicate?

- A. SCN
- B. SIP
- C. PRI



D. RIPv2

Correct Answer: A

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