

Avaya 7230X Exam

Volume: 66 Questions

Question No: 1

Avaya currently uses the online tool called Avaya Diagnostic Methodology (ADM) for partners to raise trouble tickets and receive assistance, and expects customers/partners to have performed the following tasks before raising a trouble ticket.

1. Clearly stated the problem.
2. Detailed the findings.
3. Clarified the problem.

When they receive the trouble ticket, what is the next step in the diagnostic methodology that Avaya Tier 3 support will perform?

- A. Identify a patch to fix the problem.
- B. Update the Knowledge Management database.
- C. Implement a solution.
- D. Determine the cause.

Answer: D

Question No: 2

Which statement about Avaya Tier 2/Business Partners is true?

- A. They immediately escalate to Tier 3 as issue is encountered.
- B. They describe the problem to Tier 3 in an escalation ticket and Tier 3 isolates and resolves the issue.
- C. They isolate issue, resolve issue then escalate to Tier 3 for corrective action.
- D. They isolate the issue, and if no root cause is found, escalate to Tier 3 to resolve the issue.

Answer: D

Question No: 3

A Network Administrator of a company has been made aware of a problem with the telephone system, and contacts a few colleagues who have dealt with similar problems in the past.

Which Discipline in SD Methodology describes the action of the Network Administrator?

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- A. D4
- B. D3
- C. D2
- D. D1

Answer: A

Question No: 4

Avaya Support personnel report a case, including root cause and resolution, in the Knowledge Base. Which 8D Methodology discipline covers this action?

- A. D8
- B. D7
- C. D6
- D. D5

Answer: C

Question No: 5

Under which condition is a Business Partner/Avaya Tier 2 not required to escalate to Avaya Tier 3?

- A. when the customer issue is not service affecting
- B. when the Business Partner/Avaya Tier 2 have isolated issue and found a resolution
- C. when the issue for the customer is intermittent
- D. when the issue is a common one resolved through an upgrade

Answer: D

Question No: 6

After completing Discipline 4, Determining Root Cause, of the 8D Troubleshooting Methodology, what is the next discipline to be completed?

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- A. Discipline 5 - Implement a Work-around
- B. Discipline 5 - Implement Corrective Actions
- C. Discipline 5 - Choose Corrective Actions
- D. Discipline 5 - Prevent Recurrences

Answer: C

Question No: 7

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

- A. Business Partners
- B. Avaya Tier 2
- C. Third Party Support
- D. Avaya Tier 3

Answer: B

Question No: 8

In the 8D Troubleshooting Methodology, which two steps does Discipline 3, Contain Interim Actions, involve? (Choose two.)

- A. Try actions that bypass the issue, like creating a work-around for temporary restoral of service.
- B. Capture potential triggers.
- C. Evaluate systems and components.
- D. Develop immediate controlled actions to isolate the problem.
- E. Develop a hypothesis based on the outcome of the various controlled actions and the system's reactions.

Answer: C,D

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Question No: 9

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2. Detailed the findings.
3. Clarified the problem .

When they receive the trouble ticket, what is the next step in ADM that Avaya Tier 3 support will perform?

- A. Install a patch to fix the problem.
- B. Praise individuals for contribution .
- C. Implement a solution.
- D. Update the Knowledge Management database.

Answer: C

Question No: 10

Incoming SIP Trunking calls from Service Provider to Session Manager are failing because Avaya Session Border Controller for Enterprise (SBCE) is not sending a domain name in the TO, FROM and REQUEST headers.

What needs to be changed in SBCE to make this happen?

- A. In SBCE GUI, navigate to Global Profiles> Routing. Edit the Session Manager Routing Profile to link to a URI Group, which has the To, From and Request Headers and Replace Action set to Overwrite with domain name.
- B. In Avaya Session Border Controller for Enterprise (SBCE) GUI, navigate to Global Profiles> Server Configuration> Edit the Session Manager server entry to set "Overwrite Domain Name."
- C. In SBCE GUI, navigate to Global Profiles> Topology Hiding. Edit the Session Manager_TH to change the To, From and Request Headers Replace Action, to Overwrite with domain name.
- D. In SBCE GUI, navigate to Device Specific Settings> Endpoint Flows> Server Flows. Edit the Session Manager flow to change the End Point Policy Group to default-low.

Answer: D

Question No: 11

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A customer reports that remote worker users cannot see their feature buttons. Their Avaya Session Border Controller for Enterprise (SBCE) was recently damaged and replaced due to a lightning strike. After doing some troubleshooting, support was able to see that PPM was misconfigured in the SBCE. Which tool was used, and which symptoms were visible that pointed to this issue?

- A. List trace; PPM requests were going to Avaya Aura® Session Manager instead of the PPM server
- B. traceSM; SIP requests were going to Avaya Aura® Session Manager instead of SBCE
- C. traceHTTP; all HTTP requests were going to SBCE instead of Avaya Aura® Communication Manager
- D. traceSBC with PPM debugging enabled; PPM requests were seen to be going to the Utility Server instead of Session Manager

Answer: A

Question No: 12

Which tool has an option to debug the TLS handshake between the server and the client?

- A. SIP Trace Config and SIP Trace Viewer
- B. List trace tac 701
- C. traceSM
- D. List trace tac 701/tls

Answer: B

Question No: 13

Callers hear a fast busy when they dial into Avaya Aura® Messaging (AAM) to retrieve their voicemail messages. After troubleshooting you discover that someone has left trunks in busy-out state on AAM. How would you restore the trunks to in-service status?

- A. Using AAM web GUI access Administration> Messaging> Diagnostics> Network Connection, and then click on the Release All Trunks button.
- B. SSH to AAM, and execute the release trunks all command.
- C. SSH to AAM, and execute the release trunk command.