

## 72300X<sup>Q&As</sup>

Avaya Aura Communication Applications Support Exam

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## QUESTION 1

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

Correct Answer: D

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## QUESTION 2

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.

Correct Answer: D

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## QUESTION 3

You are troubleshooting a TLS link down message between Avaya Aura® Session Manager (SM) and Avaya Session Border Controller for Enterprise (SBCE). Tracing on SM and SBCE reveals a Fatal Error

Unknown CA message being sent by SBCE when it receives the Server Identity certificate from SM.

To solve this problem, which two actions need to be completed? (Choose two.)

- A. Install the Certificate Authority certificate that signed SBCE identity certificate into SM.
- B. Export the SBCE identity certificate, and import it into SM.
- C. Install the Certificate Authority certificate that signed SM identity certificate into SBCE.
- D. Add Certificate Authority certificate into the TLS profile Peer Verification List.

Correct Answer: AB

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#### QUESTION 4

Which method can be used to verify the Client and TSAPI services have been administered correctly?

- A. The TSAPI test is call initiated from CTI endpoints using SIP telephones.
- B. The TSAPI test is call initialed from within Avaya Aura® Communication Manager (CM) command line using the test TSAPI interface command.
- C. The TSAPI test is call initiated within the TSAPI web interface > TSAPI Monitoring Tool menu.
- D. The TSAPI test is call initiated within the Utilities > Diagnostics > AE ServiceTSAPI Test menu.

Correct Answer: C

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#### QUESTION 5

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 8D Methodology describes the action of the Network Administrator?

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

Correct Answer: A

Reference: [http://www.brooks.com/my-brooks/suppliers/~~/media/Files/Suppliers/Documents/5\\_Why\\_Root\\_Cause\\_Corrective\\_Actions.pdf](http://www.brooks.com/my-brooks/suppliers/~~/media/Files/Suppliers/Documents/5_Why_Root_Cause_Corrective_Actions.pdf)

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