

## 7004.1<sup>Q&As</sup>

Avaya Communication Server 1000 for Avaya Aura® Maintenance Exam

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**QUESTION 1**

An administrator is programming an NRS for the first time on a new Communication Server 1000 system RIS. 7.0 system. When attempting to add the Service Domain, it cannot be added as the Add button is grayed out in the NRS.

Which task should you perform to resolve this issue?

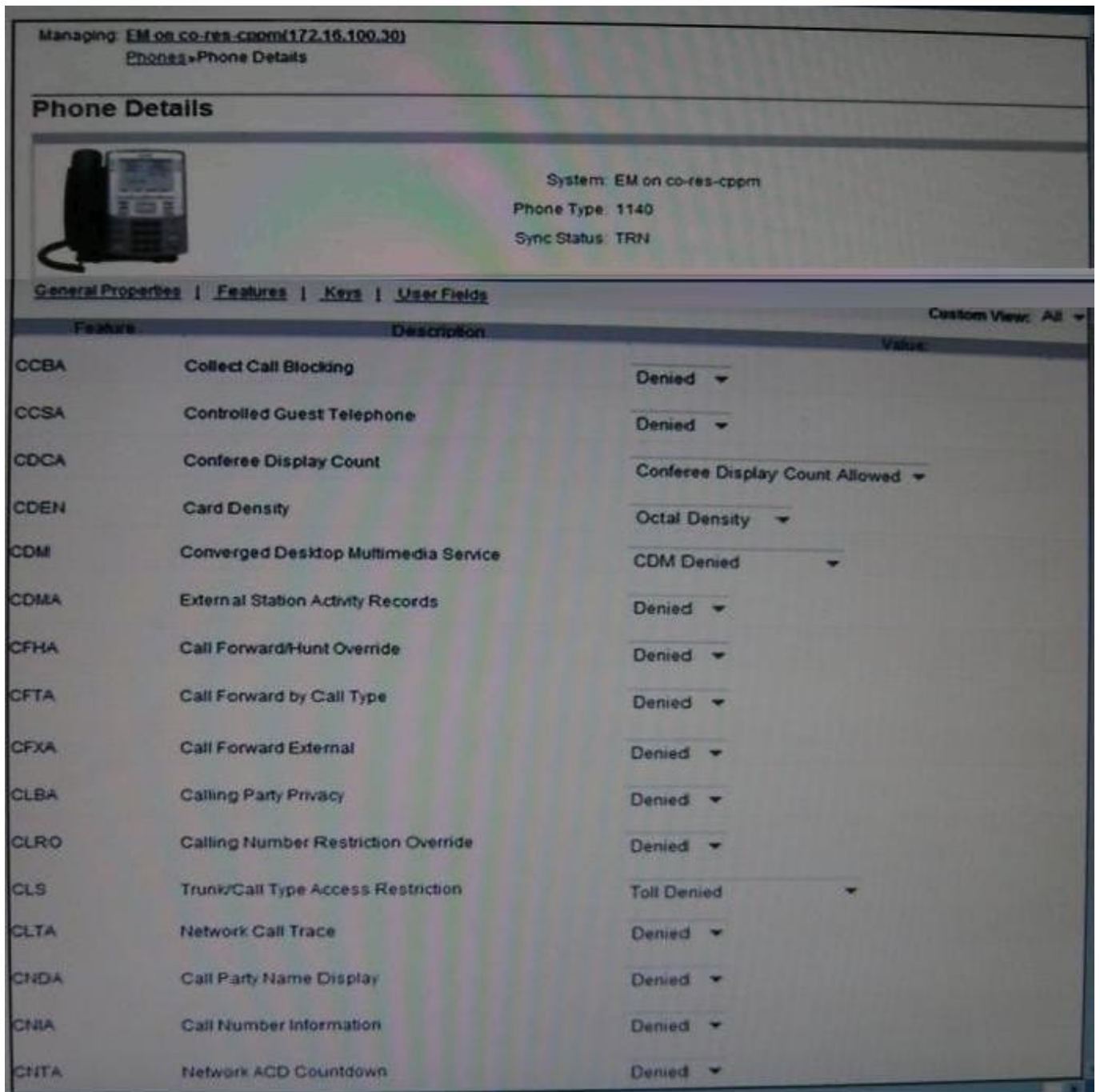
- A. reinstall the Signaling Server Software
- B. reinstall the NRS software
- C. switch from Standby database to Active database
- D. switch from Active database to Standby database

Correct Answer: D

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**QUESTION 2**

Click the Exhibit button.



You manage a Communication Server 1000 RIs. 7 x system at a customer site. The customer reports that extension 2000 cannot make an unassisted long distance calls. With reference to the exhibit, which feature is restricting the user?

- A. CCBA
- B. CCSA
- C. CLRO
- D. CLS

Correct Answer: D

**QUESTION 3**

A company recently deployed IP telephones in its Call Center. During peak traffic conditions, callers receive an overflow tone and calls are blocked.

Zone Number = 1 Zone Intent = MO Intrazone Traffic = Best Quality Interrone Traffic = Best Bandwidth Resource Type = Shared

Which programming change is recommended to provide dedicated Digital Signal Processor (DSP) resources to Contact Center IP telephones?

- A. Change Zone Intent VTRK
- B. Change Resource Type to Private
- C. Change Interzone to BestQuality
- D. Change InterzoneTraffic to Best Bandwidth

Correct Answer: B

**QUESTION 4**

Click the Exhibit button.

0	Attendant	
1	SPRE Code	
20XX-29XX	Trunk Access Codes	
3XXX	DID DNs	
4XXX	Non-DID DNs	
5		
6		
7		
8	AC1	On-Net/Internal Dialing
9	AC2	Off-Net/External Dialing

DAPC TABLE OPTIONS			
TBL 1	TBL 2	TBL 3	TBL 4
NPI E164	NPI E164	NPI E164	NPI E164
TON NATL	TON NATL	TON NATL	TON NATL
PREF 91	PREF 8	PREF 9	PREF 19

A customer wants to allow a station user to save an incoming number (Off-Net, Local Number) to their Personal Directory and afterwards use it to place an outgoing call without having to perform an manual manipulation to the number. Consider the customer dialing plan shown in the exhibit. Communication Server 1000 is configured for DAPC = YES in the Route Data Block.

With reference to the DAPC Table options in the exhibit, which Dial Access Prefix on CLID (DAPC) table should be used?

- A. Table 1
- B. Table 2
- C. Table 3
- D. Table 4

Correct Answer: C

---

## QUESTION 5

Click the Exhibit button.

```
Partial CDB report
OAS_DATA
ODN0
ODN1
ODN2
ODN3
ODN4
ODN5
ODN6
ODN7
ODN8
ODN9
ASTM 30
HDOPT 0
HDTM 30
RDR_DATA
OPT CFO CFRD DSTD PVCA CWRD MCX
FNAD HNT
FNAT HNT
FNAL HNT
CFTA NO
CCFWDN
CFN0 4
CFN1 4
CFN2 4
DFN0 4
DFN1 4
DFN2 4
DNDH NO
TRCL 0
DFNR 0
CRT0 00 00 00 00
CRT1 00 00 00 00
CRT2 00 00 00 00
CRT3 00 00 00 00
DAY0
DAY1
DAY2
DAY3
HOLIDAY0
HOLIDAY1
HOLIDAY2
```

A customer requires that Distinctive Ringing on a route be allowed. Which programming within the Customer Data Block (LD 15) indicates the number of times the call receive a distinctive ring before redirection?

- A. RNGO, RNG1, RNG2
- B. FNA0, FNA1, and FNA2

C. DFN0, DFN1, and DFN2

D. CRT0, CRT1, and CRT2

Correct Answer: C

---

## QUESTION 6

Click the Exhibit button.

You are adding ten digital telephones as required by a customer work order. The customer wants the user to see the calling or called name associated with the number dialed.

Which Customer Level feature from the list shown in the exhibit, must first be provisioned before you can enter names in at the station level?

A. Call Redirection

B. Feature Options

C. Listed Directory Number

D. Call Party Name Display

Correct Answer: D

---

## QUESTION 7

Click the Exhibit button.

A customer has a Communication Server 1000RIs. 7 x system. Telephone users are required to use Basic Alternate Route Selection (BARS) to make toll calls.

What Class of Service (CLS) adjustment must you make telephone in order to allow the system to use the telephone network class of service (NCOS) to determine call eligibility?

A. change the CLS entrySRE to CTD

B. change the CLS entrySRE to FR2

C. change the CLS entrySRE to CUN

D. change the CLS entry SRE to UNR

Correct Answer: D

---

## QUESTION 8

Click the Exhibit button.



DMI 1
DEL 4
INST 0
DMI 2
DEL 4
INST
DMI 3
DEL 1
INST
DMI 4
DEL
INST 214

```
DES      LOC3392
TN       252 0 00 16 VIRTUAL
TYPE    2004P2
CDEN    8D
CTYP    XDLC
CUST    0
NUID
NHTM
CFG_ZONE 010
CUR_ZONE 010
ERL     0
ECL     0
FDN     6000
TGAR    ?
LDN     NO
NCOS    0
SGRP    0
RNPG    0
SCI     0
SSU
XLST
SFLT    NO
CAC_MFC 0
CLS     SRE FBD WTA LPR MTD FNA HTA ADD HFD CRPD
        MWA LMPN RMMD SMWD AAD IMD XHD IRD NID OLD VCE DRG1
        POD DSX VMD SLKD CCSD SWD LND CNDD
        CFTD SFD MRD DQV CNID COCA MSID DAPA BFED RCBD
        ICDD CBMD LLCN MCTD CLBD AUTU
        GPUD DPUD DNDD CFXD ARHD CLTD ASCD
        CPFA CPTA ABDD CFHD FICD NAID BUZZ AGRD MOAD
        UDI RCC HBTD AHD IPND DDGA NAMA MIND PRSD NRWD NRCD NROD
        DRDD EXRO
        USMD USRD ULAD CCBD RTDD RBDD RBHD PGND FLXD FTTC DNDY DNO3 MCBN
        FDSD NOVD VOLA VOUD CDMR ICRD MCDD T87D KEM2 MSNV FRA PKCH
CPND_LANG ENG
HUNT    000
LHK     1
PLEV    02
DANI    NO
AST
IAPG    0
AAC5    NO
ITNA    NO
DGRP
MLWU_LANG 0
MLNG    ENG
DNDR    0
KEY     00 SCR 3021 0
        01 SCR 3121 0
        02 ADL 16
```

An employee at a company is placing a call to telephone number 214-774-3299. The employee, believing this is a toll call, dials 9-1-214-774-3299. However, this call is a local call.

Access Code 1 = 9

The Central Office utilizes a 7-digital dialing plan.

Given the DMI indexes programmed into this Communication Server 1000 shown in the exhibit, which DMI would be used to modify the dialed digits to outpulse the correct digits to the Central Office?

- A. DMI Table 1
- B. DMI Table 2
- C. DMI Table 3

D. DMI Table 4

Correct Answer: B

---

## QUESTION 9

Click the Exhibit button.

DMI 1
DEL 0
INST 1
DMI 2
DEL 4
INST 9
DMI 3
DEL 7
INST
DMI 4
DEL
INST 214

The local Central Office required that all calls dialed utilize dialing, however users forget to dial the NPA for local calls. Which DMI entry would be utilized to insert the NPA of 214 when a user dials 9- 774-3299?

A. DMI Table 1

B. DMI Table 2

C. DMI Table 3

D. DMI Table 4

Correct Answer: D

---

**QUESTION 10**

The Allow Last Digit Repeat function permits a repeated last digit of an ESDN to terminate the call immediately, similar to pressing the octothorpe (#) key. This prevents an ESA call from being dropped if the last ESDN digit is accidentally dialed again, but also processes the call immediately, rather than allowing an extended pause waiting for an additional digit. To use this feature, which task must you complete first?

- A. Create an Emergency Service Directory Number
- B. enter a Misdial Delay
- C. enable ESDN Digit Repetition
- D. enable Misdial Prevention

Correct Answer: D

**QUESTION 11**

Click the Exhibit button.

TRAN	AC1	RLI 4	RLI 2	RLI 3	RLI 9
NPA	1912	ENTR 0	ENTR 0	ENTR 0	ENTR 0
RLI	4	ROUT 2	ROUT 3	ROUTE 5	ROUT 4
SDRR	NONE	TOD 0 ON 1 ON 2 ON 3 ON	TOD 0 ON 1 ON 2 ON 3 ON	TOD 0 ON 1 ON 2 ON 3 ON	TOD 0 ON 1 ON 2 ON 3 ON
ITEI	NONE	4 ON 5 ON 6 ON 7 ON	4 ON 5 ON 6 ON 7 ON	4 ON 5 ON 6 ON 7 ON	4 ON 5 ON 6 ON 7 ON
NPA	1914	CNV NO	CNV NO	CNV NO	CNV NO
RLI	3	EXP NO	EXP NO	EXP NO	EXP NO
SDRR	NONE	FRL 3	FRL 5	FRL 1	FRL 1
ITEI	NONE	DMI 0	DMI 0	DMI 2	DMI 0
NPA	1718	FCI 0	FCI 0	FCI 1	FCI 0
RLI	4	OHQ NO	OHQ NO	OHQ NO	OHQ NO
SDRR	NONE	CBQ NO	CBQ NO	CBQ NO	CBQ NO
ITEI	NONE	ENTR 1	ISET 1	ENTR 1	ENTR 1
NPA	1717	ROUT 0	MIFRL 0	ROUTE 1	ROUT 2
RLI	9	TOD 0 ON 1 ON 2 ON 3 ON	ENTR 1	TOD 0 ON 1 ON 2 ON 3 ON	TOD 0 ON 1 ON 2 ON 3 ON
SDRR	39680	4 ON 5 ON 6 ON 7 ON	ROUT 1	4 ON 5 ON 6 ON 7 ON	4 ON 5 ON 6 ON 7 ON
ITEI	39681	CNV NO	TOD 0 ON 1 ON 2 ON 3 ON	CNV NO	CNV NO
NPA	3344000	EXP YES	4 ON 5 ON 6 ON 7 ON	EXP NO	EXP NO
RLI		FRL 3	CNV NO	FRL 3	FRL 3
DENY		DMI 0	EXP NO	DMI 0	DMI 0
DENY		FCI 0	FRL 3	FCI 0	FCI 0
DDD		OHQ NO	DMI 0	OHQ NO	OHQ NO
		CBQ NO	FCI 0	CBQ NO	CBQ NO
			OHQ NO	ENTR 2	ENTR 2
NPA	1814		CBQ NO	ROUT 0	ROUT 0
RLI	4		ENTR 2	TOD 0 ON 1 ON 2 ON 3 ON	TOD 0 ON 1 ON 2 ON 3 ON
SDRR	NONE		ROUT 0	4 ON 5 ON 6 ON 7 ON	4 ON 5 ON 6 ON 7 ON
ITEI	NONE		TOD 0 ON 1 ON 2 ON 3 ON	CNV NO	CNV NO
			4 ON 5 ON 6 ON 7 ON	EXP YES	EXP YES
NPA	1609		CNV NO	FRL 3	FRL 3
RLI	2		EXP YES	DMI 0	DMI 0
DID	53336		FRL 3	FCI 0	FCI 0
ITEI	NONE		DMI 0	OHQ NO	OHQ NO
			FCI 0	CBQ NO	CBQ NO
			OHQ NO		
			CBQ NO		

Given the customer's programmed database shown in the exhibit and AC 1 = 9, over which RLI will a call placed to 9-1-912-534-2222 complete?

- A. RLI 9
- B. RLI 4
- C. RLI 3
- D. RLI 2

E. call will not complete as dialed

Correct Answer: B

## QUESTION 12

Click the Exhibit button.

```

Exhibit 1 | Exhibit 2
DES      LOC3699
TN       000 0 03 00 VIRTUAL
TYPE     3903
CDEN     8D
CTYP     XDLC
CUST     0
ERL      0
FDN      6000
TGAR     1
LDN      NO
NCOS     0
SGRP     0
RNP      2
SCI      0
SSU
XLST
SFLT     NO
CAC_MFC  0
CLS      TLD FBD WTA LPR MTD FNA HTD ADD HFD GRLD CRPD STSD
        MWA LMPN RMMD SMWD AAD IMD XHD IRD NID OLD VCE DRG1
        POD DSX VMD SLKD CCSD SWD LND CNDD
        CFTD SFD MRD DDV CNID CDCA MSID DAPA BFED RCBD
        ICDD CDMD LLCN MCTD CLBD AUTU
        GPUD DPUD DNDD CFXD ARHD CLTD ASCD
        CPFA CPTA ABDD CFHD FICD NAID BUZZ AGRD MOAD
        UDI RCC HBTD AHD IPND DDGA NAMA MIND PRSD NRWD NRCD NRCD
        DRDD EXRO
        USMD USRD ULAD CCBD RTDD RBDD RBHD PGND FLXD FTTC DNDY DNO3 MCBN
        FDSD NOVD CDMR MCDD T87D PKCH

CPND_LANG ENG
HUNT
PLEV     02
DANI     NO
AST
IAPG     0
AAC      NO
ITNA     NO
DGRP
MLWU_LANG 0
MLNG     ENG
DNDR     0
KEY      00 SCR 2000 0 MARP
        01 SCR 2100 0 MARP
        02
        03
        04
        05
    
```

A customer has deployed a Communication Server 1000 RIs. 7 x system at their site. You have been asked to swap two telephone sets shown in the print-outs.

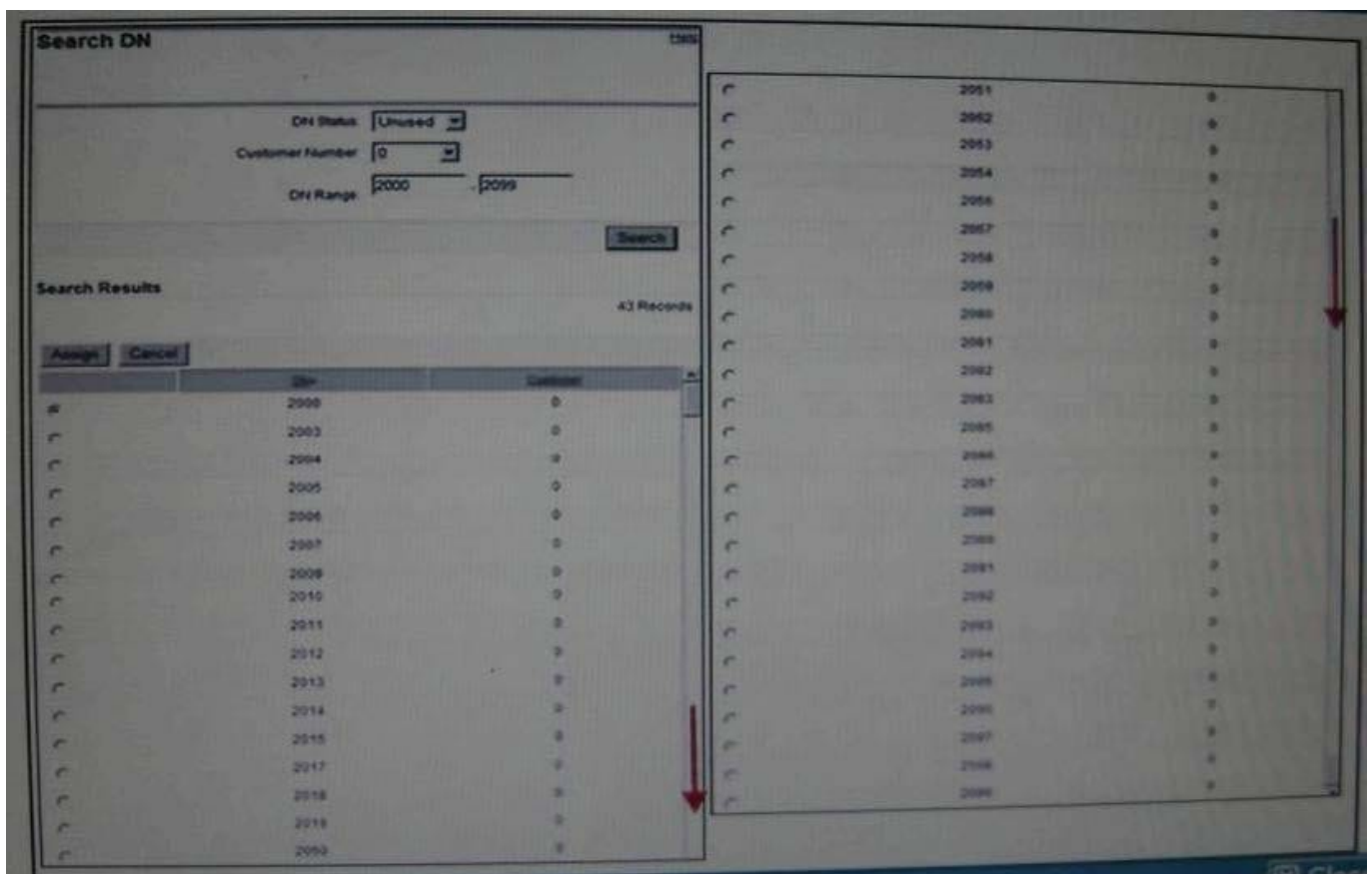
What win you ten me customer regarding this request?

- A. These two telephones cannot be swapped because they do have compatible
- B. These two telephones can be swapped because they are both assigned to TGAR 1.
- C. These two telephones can be swapped because they both have the same VCEClass of service.
- D. These two telephones cannot be swapped because they are not in the same Call Pickup group.

Correct Answer: A

### QUESTION 13

Click the Exhibit button.



A Communication Server 1000 RIs. 7 x customer is adding a new Human Resource department with eight IP telephone users. The customer has asked for the telephones to be programmed with consecutive Directory Number (DNs) from their DID range (2000-2099). Which number sequence is available to meet the customer's requirements?

- A. 2001 2008
- B. 2010 2017
- C. 2050 2057
- D. 2091 - 2098

Correct Answer: D

**QUESTION 14**

A customer is using Zone Based Dialing in their Networked Communication Server 1000 systems. Which prompt has been added to the telephone configuration overlays to allow IP telephones to be configured for this?

- A. the DIA1\_\_PLAN prompt (Type Of dialing plan for DN/CLIDdisplay)
- B. the NZON prompt (Numbering Zone)
- C. the NUMZONE prompt (Number of the Numbering Zone)
- D. the NZDES prompt (NumberingZone Designator)

Correct Answer: C

**QUESTION 15**

Click the Exhibit button.

TRAN	AC1	RLI 2	RLI 3	RLI 4	RLI 9
NPA	1912	ENTR 0	ENTR 0	ENTR 0	ENTR 0
RLI	4	ROUT 3	ROUTE 5	ROUT 2	ROUT 4
SDRR	NONE	TOD 0 ON 1 ON 2 ON 3 ON	TOD 0 ON 1 ON 2 ON 3 ON	TOD 0 ON 1 ON 2 ON 3 ON	TOD 0 ON 1 ON 2 ON 3 ON
ITEI	NONE	4 ON 5 ON 6 ON 7 ON	4 ON 5 ON 6 ON 7 ON	4 ON 5 ON 6 ON 7 ON	4 ON 5 ON 6 ON 7 ON
		CNV NO	CNV NO	CNV NO	CNV NO
		EXP NO	EXP NO	EXP NO	EXP NO
NPA	1914	FRL 3	FRL 1	FRL 3	FRL 1
RLI	3	DMII 0	DMII 2	DMII 0	DMII 0
SDRR	NONE	FCI 0	FCI 1	FCI 0	FCI 0
ITEI	NONE	OHQ NO	OHQ NO	OHQ NO	OHQ NO
		CBQ NO	CBQ NO	CBQ NO	CBQ NO
		ISET 1	ENTR 1	ENTR 1	ENTR 1
		MFRL 0	ROUTE 1	ROUT 0	ROUT 2
NPA	1718	ENTR 1	TOD 0 ON 1 ON 2 ON 3 ON	TOD 0 ON 1 ON 2 ON 3 ON	TOD 0 ON 1 ON 2 ON 3 ON
RLI	4	ROUT 1	4 ON 5 ON 6 ON 7 ON	4 ON 5 ON 6 ON 7 ON	4 ON 5 ON 6 ON 7 ON
SDRR	NONE	TOD 0 ON 1 ON 2 ON 3 ON	CNV NO	CNV NO	CNV NO
ITEI	NONE	4 ON 5 ON 6 ON 7 ON	EXP NO	EXP YES	EXP NO
		CNV NO	FRL 3	FRL 3	FRL 3
		EXP NO	DMII 0	DMII 0	DMII 0
NPA	1717	FRL 3	FCI 0	FCI 0	FCI 0
RLI	9	DMII 0	OHQ NO	OHQ NO	OHQ NO
DENY	39680	FCI 0	CBQ NO	CBQ NO	CBQ NO
DENY	39681	OHQ NO	ENTR 2		ENTR 2
DDD	5344000	CBQ NO	ROUT 0		ROUT 0
		ENTR 2	TOD 0 ON 1 ON 2 ON 3 ON		TOD 0 ON 1 ON 2 ON 3 ON
		ROUT 0	4 ON 5 ON 6 ON 7 ON		4 ON 5 ON 6 ON 7 ON
NPA	1814	TOD 0 ON 1 ON 2 ON 3 ON	CNV NO		CNV NO
RLI	4	4 ON 5 ON 6 ON 7 ON	EXP YES		EXP YES
SDRR	NONE	CNV NO	FRL 3		FRL 3
ITEI	NONE	EXP YES	DMII 0		DMII 0
		FRL 3	FCI 0		FCI 0
NPA	1609	DMII 0	OHQ NO		OHQ NO
RLI	2	FCI 0	CBQ NO		CBQ NO
DSD	33350	OHQ NO			
ITEI	NONE	CBQ NO			

Given the customer's programmed database shown in the exhibit and where AC1 = 9, which RLI will call complete when a station user dials 9-814-666-3434?

- A. RLI 2
- B. RLI 3
- C. RLI 4

D. RLI 9

E. Call will not complete as dialed

Correct Answer: E

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