78200X^{Q&As}

Avaya IP Office Platform Configuration and Maintenance Exam

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QUESTION 1

When you connect to the IP Office using Monitor, the time, date, and IP address of the system you are connected to is displayed.

Which other key piece of information is displayed?

A. The last time the system was upgraded and to what version of software.

B. The name of the last user to connect to the system using Monitor.

C. The last time the system was rebooted.

D. The last time any changes were made to the system.

Correct Answer: C

References: https://downloads.avaya.com/css/P8/documents/100073350 Page: 12

QUESTION 2

If ISDN/PRI calls are getting dropped, which tool should be used to troubleshoot the issue?

A. SSA Snapshot

B. Debug View with default filters

C. Debug Manager on DTE port

D. System Monitor with ISDN L3 filter options enabled.

Correct Answer: D

QUESTION 3

Which outcome can be prevented with a correctly configured multi-site SCN solution?

A. tromboned calls

B. oversubscribed VMPro ports

C. compromised ACD routes

D. oversubscribed VoiceMail storage

Correct Answer: B

QUESTION 4

Providers are components of one-X® Portal, each of which performs a specific role. What is the Telephony CSTA provider responsible for?

A. It handles obtaining directory information from the IP Office systems.

B. It handles the browser connections between users and the one-X® Portal server.

C. It handles telephony communications to and from the IP Office systems assigned to it.

D. It handles direct interaction with the voicemail server for features such as message playback via the browser.

Correct Answer: C

References: https://downloads.avaya.com/css/P8/documents/101005087 Page: 9

QUESTION 5

A user at a remote IP Office site calls in to discuss a voicemail issue. You launch the Manager program to see your multi-site IP Office network, but only your local IP Office appears.

What is causing this problem?

A. The Unit/Broadcast address is 255.255.255.255.

B. No SCN users are available.

C. The remotes are doing a reboot.

D. Your login is not correct.

Correct Answer: B

QUESTION 6

Which Voicemail Pro feature has a web interface to retrieve information left by the caller?

A. Voicemail Collect

B. Campaign

C. Looped Announcement

D. Avaya Contact Recorder

E. Auto Attendant

Correct Answer: D

QUESTION 7

A remote worker with an Avaya SIP Client visits their office headquarters where the IP Office and one-X®

Portal are located.

Which two technologies enable the worker to re-register locally? (Choose two.)

A. Port forwarding

B. Split DNS

C. Network Access

D. XMPP

E. Border controller

Correct Answer: BC

QUESTION 8

To allow a user access to the SSA tool for system monitoring and troubleshooting, which rights group in the security setting must the user have enabled?

A. Admin System

B. Maint Admin

C. Installation group

D. Administration group

Correct Answer: D

References: https://downloads.avaya.com/css/P8/documents/100073300 Page: 9

QUESTION 9

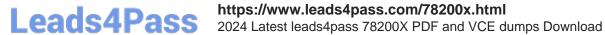The IP Office can monitor the QoS between Avaya IP Phones and from IP Phone to IP Office.

Which two actions must you complete to see QoS results? (Choose two.)

A. "Enable Metric" must be selected in the Line form.

B. "Enable RTCP Monitoring" must be checked.

C. Use DebugView to see latency, jitter and delay.

D. Trace lines or extensions in SSA.

E. Enable force authentication on IP telephones.

Correct Answer: BC

QUESTION 10

Which two methods are voicemails to email with the Voicemail Pro? (Choose two.)

A. Outlook

B. MAPI

C. SNMP

D. SMTP

E. TAPI

Correct Answer: BD

References: https://downloads.avaya.com/css/P8/documents/100174760 Page: 57

QUESTION 11

Which Application is used to upgrade IP Office Server Edition?

A. Manager

B. Web Manager

C. System Status

D. Linux command line

Correct Answer: A

QUESTION 12

For trunks with a combo card, which two types of cards could be present? (Choose two.)

A. BRI

B. EandM

C. SIP

D. Analog

E. PRI

Correct Answer: AD

References: https://downloads.avaya.com/css/P8/documents/100075176

QUESTION 13

Which item lets you see the progress of a software upgrade on an expansion system?

A. Web Manager Dashboard

B. System Tab

C. System Monitor Program

D. IP Office Manager on the expansion system

Correct Answer: A

References: https://downloads.avaya.com/css/P8/documents/100175282 Page: 105

QUESTION 14

Which application will allow a system administrator to see historical events and alarms on a trunk in the IP Office?

A. System Status Application

B. Historical Reporting Application

C. Advanced Summary Reporter

D. Call Detail Reporter

Correct Answer: A

References: https://downloads.avaya.com/css/P8/documents/100150298

QUESTION 15

Which configuration areas are required to be configured by Hot Desking users, Agents, and all VoIP device users?

A. Telephony-Supervisor Settings

B. Services

C. Mobility

D. User Rights

E. Extension

Correct Answer: A

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