# 3002<sup>Q&As</sup>

Avaya IP Office™ Platform Configuration and Maintenance Exam

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**QUESTION 1**

A law enforcement organization wants full-time automated authenticated recordings of speech from people calling an anonymous tip line. They include the "Tip Line" as a selection in their auto attendant.

When setting up Avaya Contact Recorder to do this, which two steps are needed? (Choose two.)

A. Create a user for the Tip Line calls.

B. Configure a Tip Line folder in the Voicemail Pro drive.

C. Select the time profile for Recording.

D. Create a short code to start and stop recording.

E. Set the recording destination to VRLA.

Correct Answer: AE

**QUESTION 2**

In the IP Office Manager program, which statement describes a condition that will enable the display of the Voicemail Recording tab?

A. An Essential Edition is included in the IP Office,

B. Voicemail Pro/Lite is selected in the IP Office.

C. Voicemail Pro is running on a Linux machine,

D. The IP Office system is a Server Edition.

Correct Answer: B

**QUESTION 3**

In which folder on the system SD card would you place the firmware files (.bin) for an IP telephone?

A. /temp

B. /lvmail

C. /dynamic

D. /primary

E. /backup

Correct Answer: D

**QUESTION 4**

Which two values affect the size of a ContactStore server? (Choose two.)

A. The number of recordings

B. The number of voicemail channels

C. The number of incoming lines

D. The number of hunt groups

E. The number of concurrent users for search and replay function

Correct Answer: AE

**QUESTION 5**

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

A. Compromised ACD routes

B. Oversubscribed VMPro ports

C. Oversubscribed VoiceMail storage

D. tromboned calls

Correct Answer: A

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