



# 3100<sup>Q&As</sup>

Avaya Aura Contact Recording and Avaya Aura Quality Monitoring  
Implementation Exam

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**QUESTION 1**

A company is adding a new building to its campus. During construction you receive notice that no one in the Accounting department, which is supported to move the new building when completed, can make an outgoing call. Which Interface and page or command do you use to begin troubleshooting the problem?

- A. SMI, Network Configuration page
- B. SMI, Certificate Alarms page
- C. List trace command
- D. SAT, display node-names command

Correct Answer: A

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**QUESTION 2**

Which statement is true about the Station Lock feature?

- A. The feature permits only incoming calls, and using a FAC and security code permits emergency or outgoing calls.
- B. The feature permits only outgoing calls, and using a FAC and security code permits Incoming and outgoing calls.
- C. The feature permits Incoming calls, and the telephone can be unlocked only from designated telephone(s) by inputting a security code.
- D. The feature overrides the COR of a station.

Correct Answer: C

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**QUESTION 3**

Security Violation show valid and invalid attempts to access the system using three types of codes.

In addition to station security codes, which two types of codes are measured in security Violation reports? (Choose two)

- A. Barrier codes
- B. Access security gateway (ASG) codes
- C. Dial access codes (DAC)
- D. Authorization codes
- E. Administrative login codes

Correct Answer: AD

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**QUESTION 4**

Which component registers SIP Endpoints?

- A. System Manager
- B. Communication Manager
- C. Switch
- D. Session Manager

Correct Answer: D

Reference: <https://downloads.avaya.com/css/P8/documents/100082635>(page 15, communication manager evolution server)

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**QUESTION 5**

A user reports that when attempting to dial an external call to local number the system does nothing ?just silence.

You interview the user as follows.

You: What happens if you longer after you dial your number?

User: once I waited for about half a minute, then I heard these tones that supported the something was wrong.

You: Did the sound stay on the same pitch or did it change pitches back and forth?

User: Back and forth one pitch higher than the other.

You: OK, that helps. What did you dial to get an outside line?

User: Nine (9)

You: Thank you, I appreciate the information, I will get back with you shortly.

DIAL PLAN ANALYSIS TABLE			DIAL PLAN ANALYSIS TABLE		
Location: all			Percent Fail: 3		
Dialed String	Total Length	Call Type	Dialed String	Total Length	Call Type
0	1	att'd	87	5	ext
1	2	fac	88	5	ext
2	5	ext	89	5	ext
3	5	ext	9	5	ext
4	5	ext	*	2	fac
5	5	ext	#	2	fac
6	5	ext			
7	5	ext			
80	2	dac			
81	2	dac			
82	2	dac			
83	2	dac			
84	2	dac			
85	2	dac			
86	2	dac			



With reference to the scenario described in the exhibit, which statement most accurately describes the situation?

- A. The user should have been able to complete the call as dialed
- B. The system must be re-administered to correct the situation
- C. After dialing "9" the user should have dialed more digits, then the external call would have completed
- D. The user did not dial the correct access code to make an external call

Correct Answer: D

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