



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

Avaya Aura Contact Recording and Avaya Aura Quality Monitoring  
Implementation Exam

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### QUESTION 1

Which Communication Manager command creates the most helpful report to diagnose problems with users who, when attempting to place outgoing calls, get reorder tone?

- A. List trace station
- B. List measurement occupancy
- C. List performance hunt-group
- D. List measurements call-rate

Correct Answer: B

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### QUESTION 2

You are configuring Personal Station Access (PSA) and you configure the Communication Manager with the following settings:

-

Set TTI enabled = `Y\\`

-

Set PSA Associated code = `25\\` and disassociate code `#25\\`

-

Set security code for the station = `1234\\`

You activate the station by keying in FAC for PSA, station extension number, `#\\`, the security code of the station, and `#\\`. However, the station is not activated.

Which statement describes the issue to be addressed?

A.

You need to set TTI = `n\\`

B.

You did not enable PSA on the COS of the station.

C.

You should not set the security code in sequential order.

D.

You did not key in the correct activation sequence



Correct Answer: B

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### QUESTION 3

You run a daily Occupancy Summary Measurements report to monitor system capacity and to review processor occupancy metrics.

Which occupancy situation is an issue that warrants further analysis?

- A. For two nonconsecutive hours, the idle Occ value was between 20 and 25 percent.
- B. For one hour, the combined SM Occ and idle Occ was 90 percent.
- C. For two consecutive hours, the Static Occ and SM Occ were each below 10 percent.
- D. For two consecutive hours, the combined Static Occ and CP occ was 77 percent

Correct Answer: D

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### QUESTION 4

You want a user's station to be able to dial extension 5605 and 5608 only.

Which station configuration will achieve this?

- A. Assign COR 11 to user's station, In COR11 Set COR-to COR calling permission = 'n' for all except COR 10. Assign COR to 5605 and 5608. Ensure that these two CORs are not assigned to any other station object.
- B. The FRL = 7 to user's station. FRL = 7 to station 5606 and 5608. Set FRL for all other stations to 6 and lesser
- C. Assign COR 10 to user's station. In COR 11, set CPR-to-COR calling permission = 'n' for all except. Assign COR 11 to 5605 and 5608. Ensure that these two CORs are not assigned to any other object.
- D. The FRL = 5 to user's station, FRL = 7 to station 5606 and 5608. Set FRL for all other stations to 5 or lesser.

Correct Answer: A

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### QUESTION 5

Which two Statements are true about Automatic Route Selection (ARS)? (Choose two)

- A. ARS routes calls only across tie trunks to local switching equipment.
- B. ARS routes calls to remote company locations in the absence of a private network.
- C. ARS allows Communication Manager to use an ISDN trunk to connect to the PSTN.
- D. ARS mutes calls across all trunk types but only to remote switching equipment

Correct Answer: AC

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