



7220X^{Q&As}

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**QUESTION 1**

Who is responsible for completing Discipline 4 ?Determining Root Cause, of the 8D Troubleshooting Methodology?

- A. Avaya Tier 2
- B. Avaya Tier 1
- C. Avaya Tier 3
- D. Avaya Tier 4

Correct Answer: C

QUESTION 2

Using the Avaya Aura® Session Manager (SM) command line interface, which Linux command will display a quick, at-a-glance status of SM internal services?

- A. statSM
- B. traceSM
- C. smconfig
- D. statapp

Correct Answer: D

QUESTION 3

Avaya currently provides Avaya Diagnostic Methodology for partners to raise trouble tickets and receive assistance.

Which three documents does Avaya expect customers/partners to have filled out before contacting support? (Choose three.)

- A. Problem Clarification
- B. Cause
- C. Knowledge Management
- D. Details/Findings
- E. Problem Statement

Correct Answer: ACE

**QUESTION 4**

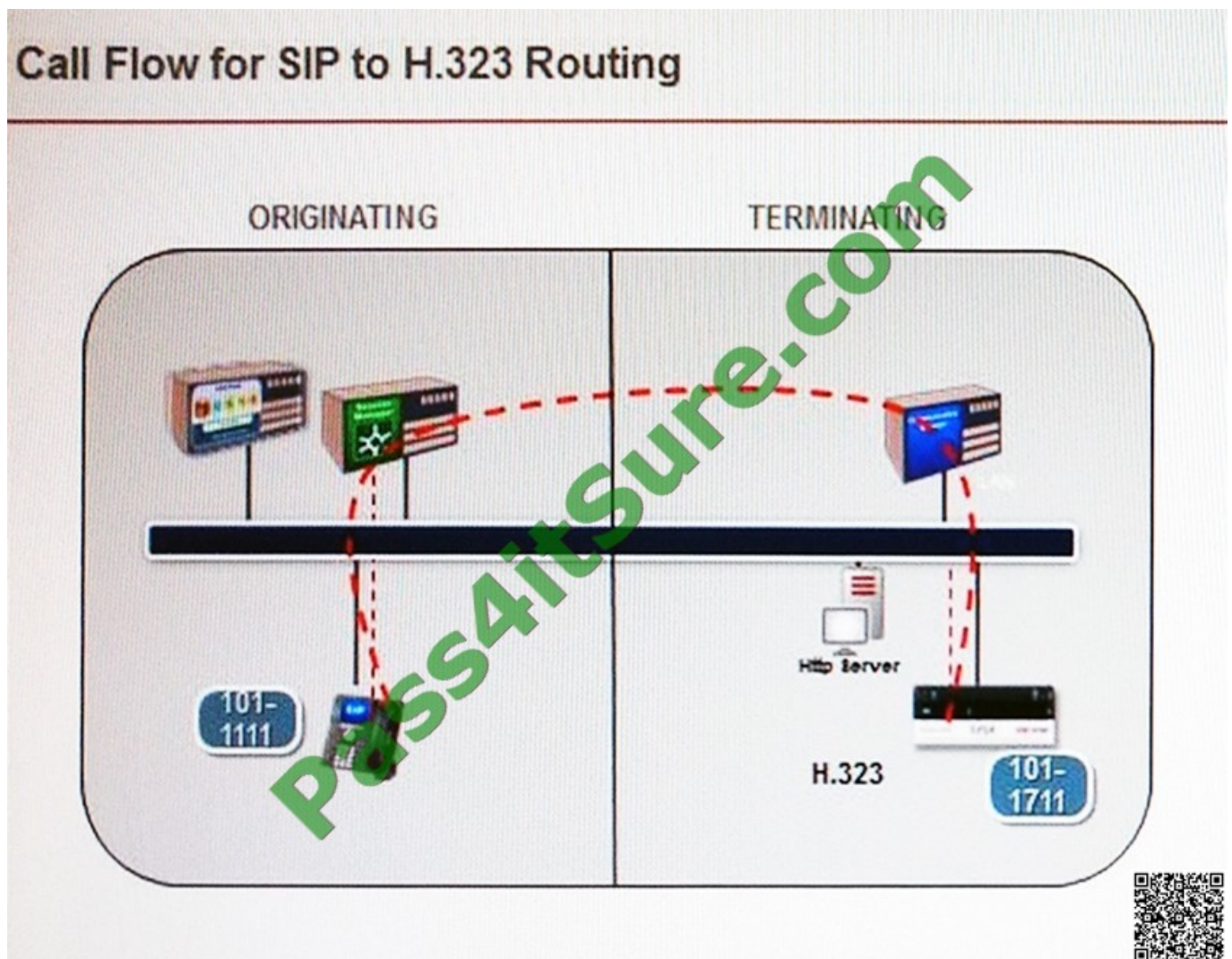
How can you obtain a list of Avaya Aura?Communication Manager (CM) alarms that have been raised today, including previous alarms that are no longer active using CM SAT?

- A. Execute the display alarms previous command and hit F3.
- B. Execute the display alarms command, then change the '\\Previous ?\\' field from N to Y and hit F3.
- C. Execute the display alarms command, then change the '\\Resolved ?\\' field from N to Y and then hit F3.
- D. Execute the display alarms command, then change the '\\Historical ?\\' field from N to Y and hit F3.

Correct Answer: C

QUESTION 5

Refer to the Exhibit.



A SIP user is calling an H.323 user.



In this call flow, in which phase does Avaya Aura?Communication Manager (CM) handle the call processing for each endpoint?

- A. both endpoints in the originating phase
- B. H.323 endpoint in originating phase, SIP endpoint in terminating phase
- C. SIP endpoint on originating phase, H.323 endpoint in terminating phase
- D. both endpoints in the terminating phase

Correct Answer: C

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