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Avaya Aura Communication Applications Support Exam

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QUESTION 1

A Network Administrator of a company has been made aware of a problem with the telephone system, and contacts a few colleagues who have dealt with similar problems in the past.

Which Discipline in 8D Methodology describes the action of the Network Administrator?

A. D4

B. D3

C. D2

D. D1

Correct Answer: A

Reference: http://www.brooks.com/my-brooks/suppliers/~/media/Files/Suppliers/ Documents/5_Why_Root_Cause_Corrective_Actions.pdf

QUESTION 2

Avaya Support personnel report a case, including root cause and resolution, in the Knowledge Base.

Which 8D Methodology discipline covers this action?

A. D8

B. D7

C. D6

D. D5

Correct Answer: C

Reference: http://www.brooks.com/my-brooks/suppliers/~/media/Files/Suppliers/ Documents/5_Why_Root_Cause_Corrective_Actions.pdf
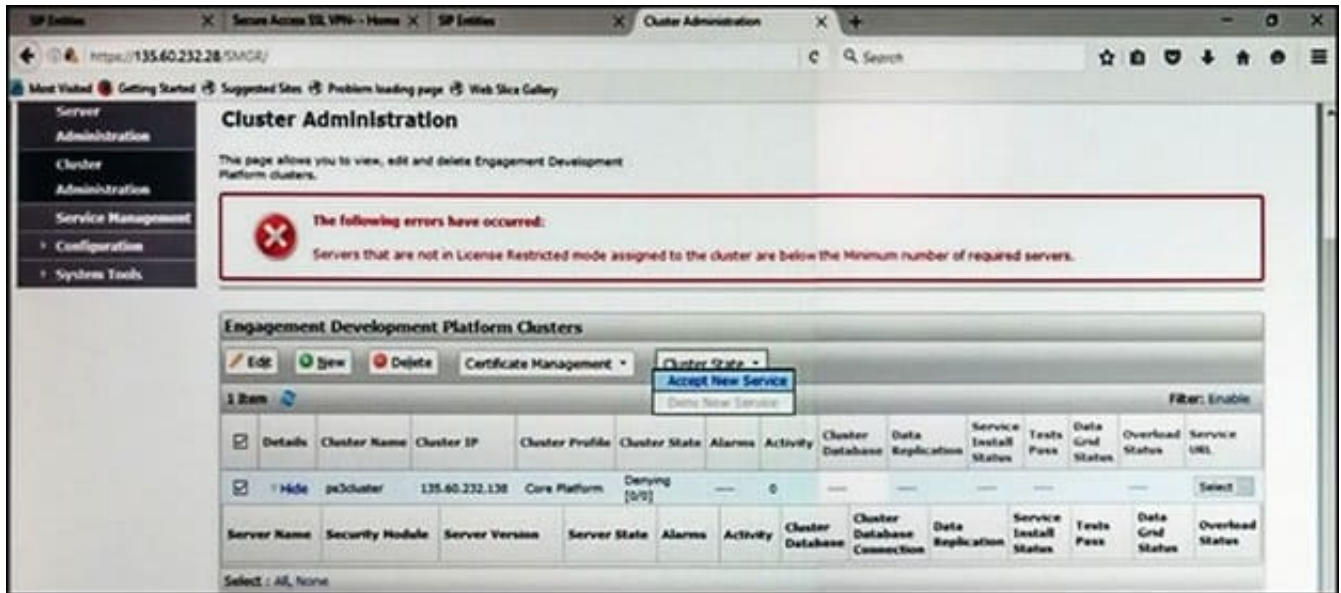
QUESTION 3

Considering the message flow to an Avaya Aura® Contact Center (AACC) agent, which statement about the media path from the incoming caller is true?

A. It is not anchored on the Avaya Aura® Media Server.

B. It is anchored on the Avaya Aura® Media Server if using SIP agent.

C. It is anchored on the Avaya Aura® Media Server until the agent answers the call.

D. It is anchored on the Avaya Aura® Media Server for the duration of the call.

Correct Answer: B

QUESTION 4

Refer to the exhibit.

In the Cluster Administration screen of a PresenceServices cluster, when you try to change the cluster state to Accept New Service, you receive the error:

Servers that are not in License Restricted mode assigned to the cluster are below the Minimum number of required servers.

You check that a server has been administered under Breeze > Server Administration which shows green check under License Mode, and a System State of Denying.

Which action needs to be taken to solve this problem?

A. Edit the Cluster, access the Servers tab, and assign the server to the cluster; then set the cluster to Accept New Service.

B. Under Avaya Breeze > Server Administration, select the server and change the System State to Accept New Service, then return to the Cluster Administration screen and set the cluster to Accept New Service.

C. Obtain and install an Avaya Breeze™ license on webLM with more instances of Avaya Breeze™ nodes.

D. Edit the cluster to change the cluster profile from Core Platform to General Purpose.

Correct Answer: B

QUESTION 5

Considering the message flow to an Avaya Aura® Contract Center (AACC) Agent Desktop, which protocol is used to communicate between AACC and Avaya Aura® Application Enablement Services (AES)?

A. WCF

B. TSAPI

C. TR87

D. DMCC

Correct Answer: B

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