

72300X^{Q&As}

Avaya Aura Communication Applications Support Exam

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QUESTION 1

Which statement about Network Routing Policies in Avaya Aura® Session Manager (SM) is true?

- A. A dial pattern and routing policy are necessary in SM to call from an H323 device to a Basic/Native SIP device (without an Avaya Aura® Communication Manager profile).
- B. A dial pattern and routing policy are necessary in SM to call from a Basic/Native SIP device (without a CM profile) to an H323 device on Avaya Aura® Communication Manager (CM).
- C. A dial pattern and routing policy are necessary in SM to call from an H323 device to an AST device on the same Avaya Aura® Communication Manager (CM).
- D. A dial pattern and routing policy are necessary in SM to call from an AST device to an H323 device on the same Avaya Aura® Communication Manager (CM).

Correct Answer: A

QUESTION 2

Which statement about RTP media stream and Avaya Session Border Controller for Enterprise (SBCE) is true?

- A. An RTP media stream will always bypass an SBCE.
- B. An RTP media stream will only flow through the SBCE if it is encrypted.
- C. An RTP media stream will transcode the codec as it flows the SBCE.
- D. An RTP media stream will typically flow through the SBCE.

Correct Answer: C

QUESTION 3

Considering the message flow to an Avaya Aura® Contact Centre (AACC) Agent Desktop, which protocol is used to communicate between Avaya Aura® Communication Manager (CM) and Avaya Aura® Application Enablement Services (AES)?

- A. WCF
- B. ASAI/TSAPI
- C. DMCC/TSAPI
- D. TR87

Correct Answer: C

Reference: <https://www.avaya.com/en/documents/avaya-aura-application-enablement-services--uc4303.pdf>

QUESTION 4

In an Avaya Aura® Presence Services (PS) message flow, which type of message does a Remote Worker first send to PS?

- A. NOTIFY
- B. SUBSCRIBE
- C. OPTIONS
- D. REGISTER

Correct Answer: D

QUESTION 5

Which statement about Instant Message and Presence delivery to a SIP Remote Worker is true?

- A. IM is sent/from to a Remote Worker via Session Manager and SBCE; Presence notifications are relayed from Breeze to Remote Worker via SBCE but without passing through Session Manager.
- B. Presence and IM is delivered to SIP Remote Workers without passing through Session Manager.
- C. Presence notifications and IM are sent to a Remote Worker via Session Manager and Avaya SBCE.
- D. Presence notifications are sent to a Remote Worker via Session Manager and SBCE; IM is relayed from Breeze to Remote Worker via SBCE but without passing through Session Manager.

Correct Answer: D

QUESTION 6

Incoming SIP Trunking calls from Service Provider to Session Manager are failing because Avaya Session Border Controller for Enterprise (SBCE) is not sending a domain name in the TO, FROM and REQUEST headers.

What needs to be changed in SBCE to make this happen?

- A. In SBCE GUI, navigate to Global Profiles > Routing. Edit the Session Manager Routing Profile to link to a URI Group, which has the To, From and Request Headers and Replace Action set to Overwrite with domain name.
- B. In SBCE GUI, navigate to Global Profiles > Server Configuration. Edit the Session Manager server entry to set "Overwrite Domain Name".
- C. In SBCE GUI, navigate to Global Profiles > Topology Hiding. Edit the SessionManager_TH to change the To, From and Request Headers Replace Action, to Overwrite with domain name.
- D. In SBCE GUI, navigate to Device Specific Settings > Endpoint Flows > Server Flows. Edit the Session Manager flow to change the End Point Policy Group to default-low.

Correct Answer: C

QUESTION 7

Which three standards does the Avaya Aura® Application Enablement Services (AES) support? (Choose three.)

- A. Computer Supported Telecommunications Applications (CSTA)
- B. Media Stream Reservation Protocol (MSRP)
- C. Telephony Server API (TSAPI)
- D. Java Telephony API (JTAPI)
- E. Far End Camera Control (FECC)

Correct Answer: ACD

Reference: <https://www.avaya.com/en/documents/avaya-aura-application-enablement-services--uc4303.pdf>

QUESTION 8

Avaya currently uses the online tool called Avaya Diagnostic Methodology (ADM) for partners to raise trouble tickets and receive assistance, and expects customers/partners to have performed the following tasks before raising a trouble ticket.

1.

Clearly stated the problem.

2.

Detailed the findings.

3.

Clarified the problem.

When they receive the trouble ticket, what is the next step in ADM that Avaya Tier 3 support will perform?

- A. Install a patch to fix the problem.
- B. Praise individuals for contribution.
- C. Implement a solution.
- D. Update the Knowledge Management database.

Correct Answer: C

QUESTION 9

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

- A. Business Partners
- B. Avaya Tier 2
- C. Third Party Support
- D. Avaya Tier 3

Correct Answer: B

QUESTION 10

In the 8D Troubleshooting Methodology, which two steps does Discipline 3, Contain Interim Actions, involve? (Choose two.)

- A. Try actions that bypass the issue, like creating a work-around for temporary restoral of service.
- B. Capture potential triggers.
- C. Evaluate systems and components.
- D. Develop immediate controlled actions to isolate the problem.
- E. Develop a hypothesis based on the outcome of the various controlled actions and the system's reactions.

Correct Answer: CD

Reference: <http://asq.org/learn-about-quality/eight-disciplines-8d/>

QUESTION 11

After completing Discipline 4, Determining Root Cause, of the 8D Troubleshooting Methodology, what is the next discipline to be completed?

- A. Discipline 5 – Implement a Work-around
- B. Discipline 5 – Implement Corrective Actions
- C. Discipline 5 – Choose Corrective Actions
- D. Discipline 5 – Prevent Recurrences

Correct Answer: C

Reference: <http://asq.org/learn-about-quality/eight-disciplines-8d/>

QUESTION 12

A technician is trying to access the Avaya Aura ® Media Server (AAMS) after receiving a troubleshooting

ticket. After failing to enter the system using different web browsers, the technician realizes the incorrect URL was being used.

Which URL must be used to access the AAMS web page?

- A. https: AAMS FQDN or IP address:8443/emlogin
- B. http: AAMS FQDN or IP address:8443/emlogin
- C. https: AAMS FQDN or IP address:443/emlogin
- D. https: SMGR FQDN or IP address:8443/emlogin

Correct Answer: A

QUESTION 13

In Avaya Aura® 7 the Avaya Session Border Controller for Enterprise (SBCE) license is installed on an external WebLM server and the EMS points to the WebLM server using a URL.

What is the correct syntax of that URL where 135.60.232.41 is the IP address of the WebLM server?

- A. https://135.60.232.41:8443/WebLM/LicenseServer
- B. https://135.60.232.41:8080/LicenseServer
- C. https://135.60.232.41:52233/WebLM/LicenseServer
- D. https://135.60.232.41/WebLM

Correct Answer: D

Reference: https://downloads.avaya.com/elmodocs2/ir/r2_0/IR_R2_0_Doc_CD/CD/html/29157.htm

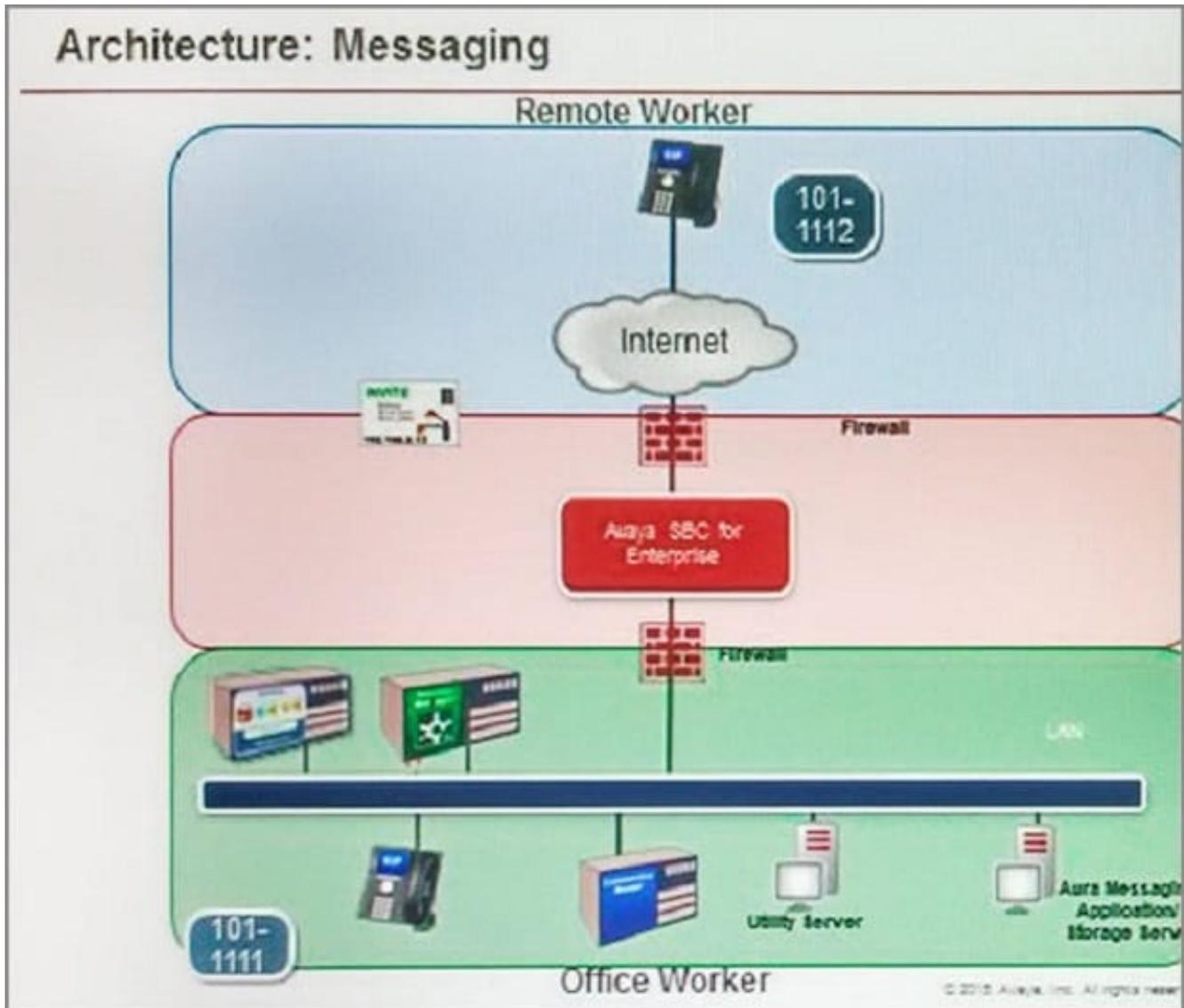
QUESTION 14

In Avaya Aura® Messaging (AAM), which Command Line Interface command produces the same output as what is shown on the Process Status Results page in the AAM Web GUI?

- A. sysstatus
- B. vmstat
- C. appstat
- D. statapp

Correct Answer: D

QUESTION 15



Refer to the exhibit.

After some system maintenance was completed over the weekend, a customer calling from the office states they hear a fast busy when trying to access their voicemail. Avaya support verifies local network connectivity is up and Avaya Aura® Messaging server is registering

no alarms. A SIP trace displays a 404 Not Found error message.

Based on what is already working, to where can the issue potentially be isolated?

- A. endpoint routing configuration issue
- B. interoperability testing
- C. network outage

D. routing configuration issues

Correct Answer: D

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