



3101^{Q&As}

Avaya Aura® Communication Manager and CM Messaging -
Embedded Maintenance and Troubleshooting Exam

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QUESTION 1

Which administrable Quality of Service (QoS) parameter can minimize packet delay, and thus improve voice quality?

- A. NAT
- B. DiffServ
- C. TTY
- D. SIP

Correct Answer: B

QUESTION 2

You are planning a Communication Manager update

What two methods can be used to determine whether the update is service affecting? (Choose two)

- A. Read the service-affecting conditions on the Patch Detail page in System Platform
- B. Read the service-affecting conditions on the Software Version page in the CM SMI
- C. Read the service-affecting conditions on the Manage Updates page in the CM SMI
- D. Read the service-affecting conditions In the PCN/PSN that accompanies the CM update.
- E. Read the service-affecting conditions on the Virtual Machine Management pages In System

Correct Answer: AD

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QUESTION 3

How would you configure auto attendant so that mailbox number is announced first when a call connects directly into mailbox or extension?

- A. Blank
- B. Call-answer
- C. Guest-greeting
- D. Transfer
- E. Auto-attendant

Correct Answer: B



QUESTION 4

If you need to investigate increased activity or unusual usage patterns, such as a heavy call volume on ports assigned to out-calling in Communication Manager Messaging, which report will help establish traffic trends?

- A. Network Load Daily Traffic Report
- B. Remote Message Daily Traffic Report
- C. Remote Messages Hourly Traffic
- D. Traffic-Snapshot Daily Report

Correct Answer: A

QUESTION 5

A technician is initially dispatched to diagnose a system issue. A DS1 connection is receiving slips and timing errors. What steps should the technician take to diagnose the problem?

- A. Make a call, check voice quality, and reboot server
- B. Make a DS1 test call, test DS1 boards, validate administration, and contact the service provider if necessary
- C. Test the telephones, move telephone to different circuit, and replace the telephone
- D. Test DS1 boards, move the board to different slot, and replace boards

Correct Answer: B

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