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QUESTION 1

Which statement about Remote Workers on Avaya Session Border Controller for Enterprise (SBCE) is true?

- A. With SBCE, Remote Workers must use a different dial plan to Office Workers.
- B. With SBCE, Remote Workers have less telephone features available compared to Office Workers.
- C. With SBCE, Remote Workers no longer need to use Virtual Private Network (VPN).
- D. With SBCE, Remote Workers have to come to the office to get new firmware on their phones.

Correct Answer: A

QUESTION 2

A maintenance engineer logs onto the Command Line Interface (CLI) of Avaya Aura® Messaging (AAM) and issues the vmstat command.

What information will the display present?

- A. The amount of virtual memory used
- B. The status information about the virtual machine
- C. The statistical information about voicemail boxes
- D. The count of mailbox password violation attempts

Correct Answer: A

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

Which two statements describe the 8D Troubleshooting Methodology? (Choose two.)

- A. It is eight steps that guarantee a logical way to isolate an issue.
- B. It is eight steps that ensure a faster time to resolution.
- C. It is eight steps used to guarantee systems are operational after an implementation.
- D. It is eight steps that define how to escalate third-party integration issues.
- E. It is eight steps that guarantee a thorough analysis of a failure, containment actions, full resolution, and prevention for the future.

Correct Answer: AE

QUESTION 5

Which statement about Avaya Tier 2/Business Partners is true?

- A. They immediately escalate to Tier 3 as issue is encountered.
- B. They describe the problem to Tier 3 in an escalation ticket and Tier 3 isolates and resolves the issue.
- C. They isolate issue, resolve issue then escalate to Tier 3 for corrective action.
- D. They isolate the issue, and if no root cause is found, escalate to Tier 3 to resolve the issue.

Correct Answer: D

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