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QUESTION 1

What are the steps necessary to trace SIP messages going through the Avaya Session Border Controller for Enterprise (SBCE)?

- A. Login to the EMS using a web browser, then access Device specific settings > Troubleshooting > Tracing, and click on Start traceSBC.
- B. Login to the active Avaya Session Border Controller for Enterprise (SBCE) using SSH port 22, issue the su – root command, and then execute the traceSBC command.
- C. Login to the EMS using port SSH 222, issue the sudo su command, and then execute the traceSBC command.
- D. Login to the active Avaya Session Border Controller for Enterprise (SBCE) using SSH port 222, issue the sudo su command, and then execute the traceSBC command.

Correct Answer: A

QUESTION 2

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 3



When a customer calls voicemail to retrieve their messages they hear "Hello, to access your mailbox..." instead of the users named followed by "please enter your password...".

After troubleshooting you discover that the Caller ID is not being sent correctly, therefore Avaya Aura® Messaging (AAM) is not able to identify the correct mailbox associated with the station number calling into AAM.

How can this problem be fixed?

- A. Change clid-numbering 0 SAT form to send the correct CLID.
- B. Using AAM web GUI access Administration > Messaging > Telephone Integration, write a caller ID modification rule to correct the incoming CLID format.
- C. In Session Manager, configure a DigitConversionAdapter with `fromto=true\` to update the `Form\` header as well as the P-asserted-identity, and link it to the AAM SIP Entity.
- D. Having identified the trunk group from Avaya Aura? Communication Manager (CM) to AMM is public, change public-unknown-numbering 0 SAT form, to send the correct CLID.

Correct Answer: C

QUESTION 4

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 5

A customer calls Avaya support because their 3rd party SIP telephones are not working. Support is able to confirm that the telephones are not supported and do not integrate with Communication Manager or Session Manager.

Which two pre-implementation steps were omitted? (Choose two.)

- A. Establish connectivity.
- B. Test all third-party equipment and software.



- C. Provide accurate licensing specification.
- D. Access support.avaya.com to verify customer systems compatibility.
- E. Upgrade Communication and Session Manager.

Correct Answer: CE

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