



7492X^{Q&As}

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QUESTION 1

Which two commands will assess the behavior of a command that is used to route calls? (Choose two.)

- A. list trace VDN
- B. list trace vector
- C. display events
- D. list trace station

Correct Answer: BD

QUESTION 2

You need to troubleshoot your Best Service Routing (BSR) polling vectors to verify that they are operating as intended.

Which command do you use to do this?

- A. monitor bcms hunt group
- B. list trace trunk
- C. monitor bcms trunk
- D. list trace vdn

Correct Answer: D

QUESTION 3

With consideration to the Avaya Global Support Services troubleshooting methodology, which step is most important when developing a hypothesis for troubleshooting software?

- A. Implementing corrective actions
- B. Choosing corrective actions
- C. Recognizing the problem
- D. Determining the triggers

Correct Answer: C

QUESTION 4



You are having problems with Avaya Aura Call Center Elite Multichannel and you are considering a work around.

In which phase of the 8 disciplines of troubleshooting do you try to see if you can work around the problem until a more permanent solution is found?

- A. D4 - define escape points
- B. D2 - describe the problem
- C. D1 - establish a team
- D. D3 - develop interim containment actions
- E. D5 - choose corrective actions

Correct Answer: D

Reference: <https://quality-one.com/8d/>

QUESTION 5

Which operator of the SET command allows you to check number validation in dialed strings using Luhn's algorithm?

- A. MOD10
- B. ADD
- C. CATR
- D. SEL

Correct Answer: A

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