

# 3002<sup>Q&As</sup>

Avaya IP Office™ Platform Configuration and Maintenance Exam

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**QUESTION 1**

From which application are log files required for escalating issues to Avaya support?

- A. Manager Report
- B. Customer Call Status
- C. System Monitor
- D. SMDR

Correct Answer: C

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**QUESTION 2**

Which outcome can be prevented with a correctly configured multi-site SCN solution?

- A. Compromised ACD routes
- B. Oversubscribed VMPro ports
- C. Oversubscribed VoiceMail storage
- D. tromboned calls

Correct Answer: A

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**QUESTION 3**

In an SCN network with Distributed Voicemail, which two are required? (Choose two.)

- A. Port 80 supported
- B. Preferred Edition Licenses on all Voicemail Pro servers
- C. IIS installed on all Voicemail Pro servers
- D. SMTP unblocked between Voicemail Servers
- E. Local Host file

Correct Answer: CD

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**QUESTION 4**

The IP Office can monitor the QoS between Avaya IP Phones and from IP Phone to IP Office.

Which two actions must complete to see QoS results? (Choose two.)

- A. "Enable RTCP Monitoring" must be checked.
- B. Use DebugView to see latency, jitter and delay.
- C. "Enable Metric" must be selected in the Line form.
- D. Look at lines or extensions in SSA.
- E. Use Monitor to capture phone-call data, with filters on quality and protocol.

Correct Answer: AB

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#### QUESTION 5

You are installing a Server Edition. The New Hardware screen detects the presence of a second hard drive.

For which application is this normally used?

- A. One-X® Portal
- B. Call Detail Records
- C. Avaya Contact Recorder
- D. Voicemail Pro
- E. Web Services

Correct Answer: D

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