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Avaya 78201X Exam Questions -

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Avaya IP Office™ Platform Support Certified Exam Sample Questions

(Q175-Q180):

NEW QUESTION # 175

If ISDN/PRI calls are getting dropped, which tool would be used to troubleshoot the issue?

- A. Debug View with default filters
- B. Debug Manager on DTE port
- C. SSA Snapshot
- **D. System Monitor with ISDN L3 filter options enabled**

Answer: D

Explanation:

To troubleshoot ISDN/PRI calls that are getting dropped, the appropriate tool is System Monitor with ISDN L3 filter options enabled. This tool allows you to monitor the ISDN signaling and get detailed insights into the Layer 3 (L3) messages, which are crucial for diagnosing issues with ISDN/PRI calls.

NEW QUESTION # 176

Which IP Office 500 V2 base card provides support for both Analogue and Digital telephony, and also provides the capability to add additional trunk interfaces?

- A. the TCM8 Card
- B. the Base Carrier Card
- **C. the Combination card**
- D. the VCM Card

Answer: C

Explanation:

Reference:

<https://downloads.avaya.com/css/P8/documents/100075176>

NEW QUESTION # 177

A customer has asked you to create a Hunt Group for the main incoming number. The Group has four members and is to be set to longest wait. The user's extension should ring for 10 seconds before trying the next available person.

Which timer do you set with the parameter of 10 seconds?

- **A. No answer time for the Hunt group**
- B. The Hunt Group overflow timer
- C. No answer time for the User
- D. Fall-back timer

Answer: A

NEW QUESTION # 178

Using the Upgrade selection from Manager, File-Advanced-Upgrade, assuming all passwords have been set, and all security settings are left at the default values, which account is required when upgrading Avaya IP Office 500V2?

- A. System
- B. Security
- C. Manager
- **D. Administrator**

Answer: D

Explanation:

When upgrading Avaya IP Office 500V2, the required account is the Administrator account. This account has the necessary permissions to perform system upgrades, manage configurations, and access all system settings required during the upgrade process.

NEW QUESTION # 179

Which two values affect the size of a ContactStore server? (Choose two.)

- A. The number of concurrent users for search and replay function
- B. The number of hunt groups
- C. The number of recordings
- D. The number of voicemail channels
- E. The number of incoming lines

Answer: A,C

NEW QUESTION # 180

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