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Avaya IP Office™ Platform Support Online Test Sample Questions (Q114-Q119):

NEW QUESTION # 114

When you erase security settings and set them back to default, which three passwords will you be prompted to change?

- A. Administrator Password
- B. Voicemail Pro Password
- C. User Password
- D. System Password
- E. Security Password

Answer: A,D,E

Explanation:

Administrator Password: This is the password used to access the administrative functions of the system.

Security Password: This password is used for security-related settings within the system.

System Password: This password is required to access and manage the system's configuration.

NEW QUESTION # 115

A customer has the capacity to register 10 soft consoles simultaneously, and wants to increase that to 15. Which of the following actions would be necessary to complete this increase?

- A. Add a Preferred license.
- B. Upgrade to Select Mode.
- C. Add five receptionist licenses.

- D. Upgrade to Server Edition.

Answer: C

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101028316>

NEW QUESTION # 116

If calls into IP500 V2 are not ringing to the expected user, which statement accurately describes how to validate call routing?

- A. Use Customer Call Status (CCS) to see the user to which the call is ringing.
- B. Use the System Status Application (SSA) to see the user to which the call is ringing.
- C. Wait until the system is idle and place test calls to listen to the ringing phone.
- D. Capture a System Monitor trace and escalate to Avaya for analysis.

Answer: A

NEW QUESTION # 117

The supervisor of the support hunt group needs to review the call recordings made for this group, but currently only has access to recorded calls for the supervisor's own account.

To allow reviewing of the support hunt group recordings, what needs to be done?

- A. Using the Manager application, edit the support group by enabling "Replay All Recordings" and adding the user to the "Replay Recordings For" list on the Voice Recording tab.
- B. Using the Manager application, edit the User by enabling "Replay All Recordings" and adding the support group to the "Replay Recordings For" list on the User Portal tab.
- C. Using the Manager application, edit the Support group by adding the user to the "Replay Recordings" list on the Members tab.
- D. Using the Manager application, edit the User by enabling "Replay All Recordings" and add the support group to the "Replay Recordings For" list on the Voice Recording tab.

Answer: D

Explanation:

To allow the supervisor to review call recordings for the support hunt group, you need to edit the user's profile using the Manager application. In the Voice Recording tab, enable the "Replay All Recordings" option and add the support group to the "Replay Recordings For" list. This configuration grants the supervisor access to all recordings related to the support group.

NEW QUESTION # 118

When reviewing the Alarms section of the System Status application, you notice alarms with different colors.

What does the red color indicate?

- A. The alarm is no longer active.
- B. The alarm has a critical severity level.
- C. The alarm has a warning severity level.
- D. The alarm is active.

Answer: B

Explanation:

In the System Status application, alarms displayed in red indicate that the alarm has a critical severity level. Critical alarms typically indicate severe system issues that need immediate attention to avoid potential system failure or service disruption.

NEW QUESTION # 119

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