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Exam : **78201X**

Title : Avaya IP Office™ Platform
Support Certified Exam

Vendor : Avaya

Version : DEMO

NO.1 What is the maximum number of ISDN PRI trunks that can be configured on an IP500 control unit with 12 DID DS30 modules?

- A. 2
- B. 4
- C. 5
- D. 6

Answer: C

NO.2 Which application can be used to display the configuration size of the Avaya IP Office system?

- A. Web LM Application
- B. Web Manager Application
- C. System Status Application
- D. Manager Application

Answer: C

Explanation:

The System Status Application can be used to display the configuration size of the Avaya IP Office system.

NO.3 If ContactStore is running on a separate server from Voicemail Pro, a registry key must be set in the ContactStore server. What is the exact purpose of this registry key, which poses potential security risks if not set correctly?

- A. It stores the ContactStore License in the server running ContactStore for auditing purposes.
- B. It registers ContactStore with IP Office for seamless integration.
- C. It tells ContactStore the exact location of the folder shared with Voicemail Pro for reliable communication.
- D. It provides read/write access to browser users for easy management.

Answer: C

NO.4 Which of the following applications would allow a system administrator to view historical events and alarms on a trunk in the IP Office?

- A. System Status Application
- B. Historical Reporting Application
- C. Advanced Summary Reporter
- D. Call Detail Reporter

Answer: A

Reference:

<https://downloads.avaya.com/css/P8/documents/100150298>

NO.5 A customer asks you to create a Hunt group on an existing Avaya IP Office 500V2 system for the main incoming number. The group will have four members, and an incoming call will ring for all members at once. They should also get a visual indication that a call is waiting.

Which Ring Mode should be selected?

- A. Collective Call Waiting
- B. Sequential

- C. Collective
- D. Rotary Call waiting

Answer: C

Explanation:

The Collective ring mode should be selected when you want all members of the hunt group to ring simultaneously. This allows all four members to receive the incoming call at once. Additionally, a visual indication (such as a call waiting light) will be provided to notify members when a call is waiting, which is a feature supported by the Collective ring mode.

NO.6 Assuming the Security setting is at its default status, which Service User in Security Administration is responsible for the Avaya IP Office user synchronization between the Avaya IP Office server and one-X Portal?

- A. ServiceUser
- B. EnhTcpaService
- C. Administrator
- D. BusinessPartner

Answer: A

Explanation:

The ServiceUser in Security Administration is responsible for the Avaya IP Office user synchronization between the Avaya IP Office server and one-X Portal. This user is typically used for system-level access and management tasks, such as synchronization and integration with other applications like the one-X Portal.

NO.7 Which of the following is the correct method to find the IP address of an IP extension in the IP Office?

- A. Use ARP from your PC.
- B. Use the Extension Summary in SSA.
- C. Look on the label on the underside of all IP Phones.
- D. Use Monitor to reset the telephone, and watch it get a new DHCP address.

Answer: B

Reference:

<https://community.spiceworks.com/topic/302795-find-ip-phones-ip-address-from-avaya-ip-manager>

NO.8 What is the potential problem that can be mitigated by implementing a properly configured multi-site SCN solution?

- A. Overlapping dial plans
- B. Oversubscribed VMPro ports
- C. Blocked ACD routes
- D. Compromised call encryption

Answer: A

NO.9 Which application will enable users to access their own recordings from within Media Manager?

- A. Web Client

- B. Voice Recording Client
- C. Workplace Client
- D. User Portal

Answer: D

Explanation:

The User Portal application allows users to access their own recordings from within Media Manager. It provides an interface for users to listen to, manage, and download their personal call recordings.

NO.10 A customer's main number is routed to the destination VM: Main in the incoming call route menu.

Where should you now look to see the routing of these calls?

- A. Users
- B. Hunt Groups
- C. Auto Attendant menu
- D. Voicemail Pro modules

Answer: D

Explanation:

When the main number is routed to the VM: Main in the incoming call route menu, the next place to look for the routing of these calls is within the Voicemail Pro modules. The Voicemail Pro configuration allows you to define how calls are handled once they reach the voicemail system, including directing them to different menus or voicemail boxes.

NO.11 If a company's internal DNS is down, how can a SIP Remote Worker client register with the IP Office using a Wi-Fi connection?

- A. The client can use the Internet router/firewall to proxy the IP Office IP address.
- B. The client can use FQDN and port forwarding router to access the Internet DNS.
- C. DHCP can redirect the registration to a backup DNS.
- D. The client can only use the cellular network to register with the IP Office.

Answer: B

NO.12 In the Distributed Voicemail Pro and the Central Voicemail Pro, what protocol do they use to communicate with each other?

- A. Session Initiation Protocol (SIP)
- B. Primary Rate Interface (PRI)
- C. Routing Information Protocol version 2 (RIPv2)
- D. Small Community Network (SCN)

Answer: D

NO.13 A customer is running an IP Office 500 V2, one-X Portal, Voicemail Pro, and CCR supporting 50 users, of which 10 are CCR agents. They are currently on software version 8.0 and would like to upgrade to version 9.1.

What application changes will they need to make during the upgrade?

- A. Only CCR as it is not supported in 9.0 or higher.
- B. Only one-X Portal as it is supported in 9.0 or higher.

- C. All applications, as 9.1 does not support any of them.
- D. All applications can be upgraded to 9.0 or higher without changes.

Answer: A

Reference:

<http://www.digitcom.ca/blog/Avaya-IP-Office-R9.1-The-IP-Office-is-All-Grown-Up.html>

NO.14 Which requirement is needed to allow a user to use the Softconsole application?

- A. Enable Receptionist on the users profile options.
- B. Enable the Softconsole in the users profile options.
- C. Verify that enough Power User licenses are available.
- D. Enable the Softconsole for the hunt group that the user is a member of.

Answer: B

Explanation:

To allow a user to use the Softconsole application, the Softconsole must be enabled in the user's profile options. This configuration allows the user to access the Softconsole interface, which provides features like call answering, transferring, and managing calls.

NO.15 To determine whether the call should be routed to office hours or out of office hours actions, which type of action should be added to a Voicemail Pro call flow?

- A. a Test Condition action with a week planner variable set with the office hours of the week and times
- B. a Test Variable action with a week planner set with the office hours days of the week and times
- C. a Test Condition action with a week planner condition set with the office hours days of the week and times
- D. a Test Profile action with a time profile set with the office hours days of the week and times

Answer: C

Explanation:

To determine whether a call should be routed to office hours or out of office hours actions in Voicemail Pro, a Test Condition action should be used. This action should be set with a week planner condition that defines the office hours for the days of the week and times. The Test Condition will evaluate whether the current time falls within the office hours or outside of them.

NO.16 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

Reference:

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

NO.17 When implementing a fully integrated multi-site network using only IP500 control units, which license is required to be on all sites to ensure messaging capabilities?

- A. Advanced Small Community Networking
- B. IP500 IP Office Multi-Site Network
- C. IP500 Voice Networking Channels
- D. Preferred Edition - Messaging

Answer: D

Reference:

<https://downloads.avaya.com/css/P8/documents/101005793>

NO.18 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 has a warning severity level.
- B. The alarm has a critical severity level.
- C. The alarm is active.
- D. The alarm is no longer 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.

NO.19 Providers are components of one-X Portal, each of which performs a specific role. What is the purpose of the Telephony CSTA (Computer-Supported Telecommunications Applications) provider in one-X Portal?

- A. It provides directory information from the IP Office systems to one-X Portal.
- B. It handles the browser connections between users and the one-X Portal server.
- C. It handles telephony communications to and from the IP Office systems assigned to it.
- D. It provides access to the voicemail server for features such as message playback via the browser.

Answer: C

Reference:

<https://downloads.avaya.com/css/P8/documents/101005087> Page: 9