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Determine the cause.Answer: DQUESTION 2Which statement about Avaya Tier 2/Business Partners is true?A. They immediately escalate to Tier 3 as issue is encountered.B. They describe the problem to Tier 3 in an escalation ticket and Tier 3 isolates and resolves the issue.C. They isolate issue, resolve issue then escalate to Tier 3 for corrective action.D. They isolate the issue, and if no root cause is found, escalate to Tier 3 to resolve the issue.Answer: DQUESTION 3A Network Administrator of a company has been made aware of a problem with the telephone system, and contacts a few colleagues who have dealt with similar problems in the past.Which Discipline in 8D Methodology describes the action of the Network Administrator?A. D4B. D3C. D2D. D1Answer: AQUESTION 4Avaya Support personnel report a case, including root cause and resolution, in the Knowledge Base.Which 8D Methodology discipline covers this action?A. D8B. D7C. D6D. D5Answer: CQUESTION 5 Which two statements describe the 8D Troubleshooting Methodology? (Choose two.)A. It is eight steps that guarantee a logical way to isolate an issue.B. It is eight steps that ensure a faster time to resolution.C. It is eight steps used to guarantee systems are operational after an implementation.D. It is eight steps that define how to escalate third-party integration issues.E. It is eight steps that guarantee a thorough analysis of a failure, containment actions, full resolution, and prevention for the future.Answer: BE Explanation: QUESTION 6Under which condition is a Business Partner/Avaya Tier 2 not required to escalate to Avaya Tier 3?A. when the customer issue is not service affectingB. when the Business Partner/Avaya Tier 2 have isolated issue and found a resolutionC. when the issue for the customer is intermittentD. when the issue is a common one resolved through an upgradeAnswer: DQUESTION 7After completing Discipline 4, Determining Root Cause, of the 8D Troubleshooting Methodology, what is the next discipline to be completed?A. Discipline 5 - Implement a Work-aroundB. Discipline 5 - Implement Corrective ActionsC. Discipline 5 - Choose Corrective Actions D. Discipline 5 - Prevent RecurrencesAnswer: CQUESTION 8Who is responsible for Discipline 4, Determining Root Cause, of the 8D Troubleshooting Methodology?A. Business PartnersB. Avaya Tier 2C. Third Party SupportD. Avaya Tier 3Answer: DExplanation: QUESTION 9In the 8D Troubleshooting Methodology, which two steps does Discipline 3, Contain Interim Actions, involve? (Choose two.)A. Try actions that bypass the issue, like creating a work-around for temporary restoral of service.B. Capture potential triggers.C. Evaluate systems and components.D. Develop immediate controlled actions to isolate the problem.E. Develop a hypothesis based on the outcome of the various controlled actions and the system's reactions.Answer: ADExplanation: QUESTION 10Avaya currently uses the online tool called Avaya Diagnostic Methodology (ADM) for partners to raise trouble tickets and receive assistance, and expects customers/partners to have performed the following tasks before raising a trouble ticket.1. Clearly stated the problem.2. Detailed the findings.3. Clarified the problem.When they receive the trouble ticket, what is the next step in ADM that Avaya Tier 3 support will perform?A. Install a patch to fix the problem.B. Praise individuals for contribution.C. Implement a solution.D. Update the Knowledge Management database.Answer: CQUESTION 11Incoming SIP Trunking calls from Service Provider to Session Manager are failing because Avaya Session Border Controller for Enterprise (SBCE) is not sending a domain name in the TO, FROM and REQUEST headers. What needs to be changed in SBCE to make this happen?A. In SBCE GUI, navigate to Global Profiles > Routing. Edit the Session Manager Routing Profile to link to a URI Group, which has the To, From and Request Headers and Replace Action set to Overwrite with domain name.B. In Avaya Session Border Controller for Enterprise (SBCE) GUI, navigate to Global Profiles > Server Configuration > Edit the Session Manager server entry to set "Overwrite Domain Name."C. In SBCE GUI, navigate to Global Profiles > Topology Hiding. Edit the SessionManager_TH to change the To, From and Request Headers Replace Action, to Overwrite with domain name.D. In SBCE GUI, navigate to Device Specific Settings > Endpoint Flows > Server Flows. Edit the Session Manager flow to change the End Point Policy Group to default-low.Answer: D!!!RECOMMEND!!!1.|2018 New 7230X Exam Dumps (PDF & VCE) 75Q&As Download:**https://www.braindump2go.com/7230x.html**2.|2018 New 7230X Study Guide Video: YouTube Video: YouTube.com/watch?v=dZrKQsvku7s