

Avaya

72300X Exam

Avaya Aura Communication Applications Support Exam

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Version: 6.0

Question:	1
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Avaya 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 the diagnostic methodology that Avaya Tier 3 support will perform?

- A. Identify a patch to fix the problem.
- B. Update the Knowledge Management database.
- C. Implement a solution.
- D. Determine the cause.

Answer: D

Question: 2

Which 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: D

Question: 3

A 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. D4
- B. D3
- C. D2

D. D1
Answer: A
Reference: http://www.brooks.com/my-brooks/suppliers/~/media/Files/Suppliers/ Documents/5_Why_Root_Cause_Corrective_Actions.pdf
Question: 4
Avaya Support personnel report a case, including root cause and resolution, in the Knowledge Base. Which 8D Methodology discipline covers this action?
A. D8
B. D7 C. D6
D. D5
Answer: C
Reference: http://www.brooks.com/my-brooks/suppliers/~/media/Files/Suppliers/ Documents/5_Why_Root_Cause_Corrective_Actions.pdf
Question: 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, furesolution, and prevention for the future.
Answer: AE

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