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Exam : **7230X**

Title : Avaya Aura® Communication Applications Support Exam

Version : DEMO

1.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

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

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
Explanation:
Reference: http://www.brooks.com/my-brooks/suppliers/~/media/Files/Suppliers/Documents/5_Why_Root_Cause_Corrective_Actions.pdf

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
Explanation:
Reference: http://www.brooks.com/my-brooks/suppliers/~/media/Files/Suppliers/Documents/5_Why_Root_Cause_Corrective_Actions.pdf

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: AE