

Avaya

7230X Exam

Avaya Aura Communication Applications Support Exam

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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, full resolution, and prevention for the future. 		
Answer: AE		
Question: 6		
Under 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 affecting B. when the Business Partner/Avaya Tier 2 have isolated issue and found a resolution C. when the issue for the customer is intermittent D. when the issue is a common one resolved through an upgrade		
Answer: D		

Question: 7		
After 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-around B. Discipline 5 – Implement Corrective Actions C. Discipline 5 – Choose Corrective Actions D. Discipline 5 – Prevent Recurrences 		
	Answer: C	
Reference: http://asq.org/learn-about-quality/eight-disciplines-8d/		
Question: 8		
Who is responsible for Discipline 4, Determining Root Cause, Methodology?	of the 8D Troubleshooting	
A. Business Partners		
B. Avaya Tier 2		
C. Third Party Support D. Avaya Tier 3		
2. Avaya Hel 3		
	Answer: B	
Ouestion: 0		
Question: 9		
In 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: CD	
Reference: http://asq.org/learn-about-quality/eight-disciplines-8d/		
Question: 10		

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- 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: C

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