Avaya

7230X Exam

Avaya Aura Communication Applications Support Exam

Version: 9.0

Question: 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

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, of the 8D Troubleshooting Methodology?

A. Business Partners
B. Avaya Tier 2
C. Third Party Support
D. Avaya Tier 3

Answer: B

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

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 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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