Demo Questions

AVAYA 72300X Exam

Question: 1

Avaya Aura Communication Applications Support Exam

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Which statement about Avaya Tier 2/Business Partners is true?

A. They immediately escalate to Tier 3 as issue is encountered.

C. They isolate issue, resolve issue then escalate to Tier 3 for corrective action.

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 h	ave 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
Overtion 2	
Question: 2	

B. They describe the problem to Tier 3 in an escalation ticket and Tier 3 isolates and resolves the issue.

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

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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	