

# QUESTIONS & ANSWERS

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**Avaya**

# 7693X

*Avaya Pod Fx Solution Support*

**QUESTION: 49**

What is the primary purpose of function of VPFM?

- A. to discover and monitor Avaya applications
- B. to discover and visualize all Pod components
- C. to discover and monitor non-Avaya devices
- D. to discover and monitor Avaya VPS switches

**Answer: B**

**QUESTION: 50**

Which functionality does Management Server Console (MSC) provide?

- A. layered dashboards for health monitoring, diagnostics, performance, analytics and reporting
- B. discovery and visualization of all Pod components including routers, switches, Avaya Aura® servers and applications, storage arrays, IP telephones, Avaya Session Border controllers, Media gateways and VM hosts
- C. MIB browser and MIB query tool which can be used to browse and query the MIB
- D. common installation, upgrade and infrastructure maintenance tasks on the Pod Fx, and delivery of all the software and firmware binaries including main releases and patches for Pod Fx

**Answer: D**

**QUESTION: 51**

In the 8D Methodology, what is the main purpose or focus of Discipline 8 (D8)?

- A. to choose and verify permanent corrective actions
- B. to recognize team and individual contributions
- C. to define and verify root causes and escape points
- D. to prevent recurrences

**Answer: B**

**QUESTION: 52**

What are two reasons for using the 8D methodology? (Choose two.)

- A. to standardize ticket submission
- B. to improve customer relationship
- C. to improve Time-to-Resolution (TIR)
- D. to foster a solution approach to troubleshooting
- E. to reduce workload in call center

**Answer: C, D**

**QUESTION: 53**

Which configuration details does VPFM require to be able to perform device discovery?

- A. SNMP credentials of all Pod components
- B. IP Address of the Avaya Aura® Application server
- C. [direct access to http://support.avaya.com](http://support.avaya.com)
- D. connection to NTP Server

**Answer: B**

**QUESTION: 54**

You are working as part of a team on a major issue with a customer's Pod Fx. Through the team's analysis, you have determined that Avaya support is needed. At which point during the 8D Methodology process do you engage Avaya support and hand off the issue?

- A. between D6 and D7
- B. between D5 and D6
- C. between D4 and D5
- D. between D3 and D4

**Answer: B**

**QUESTION: 55**

Which switch currently supports Application IP Flow Monitoring?

- A. VSP 7254
- B. VSP 4850
- C. VSP 8284
- D. VSP 7024

**Answer:** B

**QUESTION:** 56

Which scenario requires the use of the 8D Methodology for troubleshooting?

- A. issues that have to be escalated from the business partner to Avaya support
- B. problems with known root causes
- C. non-recurring problems or problems which can be solved quickly by individual effort
- D. making a decision between different alternatives

**Answer:** A

**QUESTION:** 57

In the 8D Methodology, which discipline involves preventing the issue from reoccurring?

- A. D6
- B. D4
- C. D5
- D. D7

**Answer:** D

**QUESTION:** 58

When discussing the 8D Methodology, what does the DO discipline cover?

- A. recognition
- B. planning
- C. root cause identification
- D. prevention

**Answer: B**

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