

Avaya

Exam 3000-3

Avaya Small and Medium Enterprise (SME) Communications Solutions Exam

Version: 6.0

[Total Questions: 59]

Question No : 1

A customer has a help desk call center with 50 agents. Agent time on call are billable to the clients calling in. which combination of features best meets their needs?

- A. VoiceMail Pro, Account codes with CLI, one-X Portal Call Accounting
- B. ACD via VM Pro Campaign Manager and a campaign database
- C. ACD to distributed Hunt Groups and one-X Portal Call Accounting
- D. ICR with account codes and CDR-enabled for billing.

Answer: D

Question No : 2

An IP Office with Embedded Voicemail (EVM) has the time set using the system telephone. Each time the IP Office reboots the time changes to the wrong time. Which Windows command can be used to determine if there is a time server on the network causing the change?

- A. time
- B. time server
- C. net time
- D. get time

Answer: C

Question No : 3

What should the telephone number field N in an ARS short code look like if you want to send out caller ID for the number 3033211234 on an ISDN/PRI line?

- A. NCLI3033211234
- B. Nss3033211234
- C. Ns3033211234
- D. NCID3033211234

Answer: C

Question No : 4

A customer is installing ContactStore 7.8 on a separate Windows server from the VoiceMail Pro Server. What must be set in the servers so that the recordings move from the voicemail server to the ContactStore server?

- A. The Workgroup name must be in each server.
- B. VoiceMail Pro must be part of the domain.
- C. IP Office must be in a SCN.
- D. The registry key is a string containing the name of the share.

Answer: D

Question No : 5

The design for an IP Office has two locations. They will need telephones, voicemail, and meet-me conferencing ability. They will have a PRI at the main office and the remote office will use the main office PRI for inbound and outbound calls. The main site has 40 users and one fax machine. The remote site has 15 users and one fax machine. Which cards and modules are required in the IP Office at the main site to support all digital telephones?

- A. IP500 Preferred edition, three Digital Station 8 Card, one Analog Phone 2 Card, Universal PRI Trunk Card, one DS30 Module.
- B. IP500 Essential edition, three Digital Station 8 Card, one Analog Phone 2 Card, Universal PRI Trunk Card, one DS30 Module.
- C. IP500 Essential edition, two Digital Station 8 Card, one Analog Phone 2 Card, VCM32, Universal PRI Trunk Card, one DS30 Module.
- D. IP500 Preferred edition, two Digital Station 8 Card, one Analog Phone 2 Card, VCM32 Universal PRI Trunk Card, one DS30 Module.

Answer: D

Question No : 6

Application can be used in Conjunction with one-X Portal to provide full softphone and call handing capability for us

- A. Office Voice Portal
- B. Office Video Softphone

- C. Office Phone Manager Pro
- D. Office Softconsole

Answer: B

Question No : 7

Which item must be completed for an IP Office user to be counted in CCR as an agent?

- A. User must be defined as an agent in one-X Portal.
- B. force Account Code must be checked on the user's Supervisor tab.
- C. CCR Agent Must be checked on the user's Supervisor tab.
- D. User must be a member of a hunt group.

Answer: C

Question No : 8

Secure Digital (SD) card commands can be invoked from which two sources? (Choose two.)

- A. one-X Portal
- B. IP Office Manager
- C. Avaya telephones
- D. VoiceMail Pro Clint
- E. one-X Portal for IP Office

Answer: B,C

Question No : 9

Which two are power option for IP telephones on the IP Office? (Choose two.)

- A. Class "B"24 Volt power supply
- B. Class "A"24 Volt power supply
- C. Power-over-Ethernet switch conforming to 802.3af standards
- D. 1151D1 Individual Power Supply and the 1151D2 Individual Power Supply with Battery