

# 72300X<sup>Q&As</sup>

Avaya Aura Communication Applications Support Exam

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**QUESTION 1**

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.

Correct Answer: CD

Reference: <http://asq.org/learn-about-quality/eight-disciplines-8d/>

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**QUESTION 2**

What are two ways to verify that STUN/TURN messages are being received from web browser at the Avaya Session Border Controller for Enterprise (SBCE)? (Choose two.)

- A. Enable traceFW with the STUN/TURN option enabled.
- B. Enable traceSBC with the STUN/TURN option enabled.
- C. Enable traceHTTP with the STUN/TURN option enabled.
- D. Enable debug logging on SBCE and look in ipcs.log.

Correct Answer: BD

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**QUESTION 3**

Which three protocols assist the WebRTC functionality to overcome the Network Address Translations (NAT) challenges? (Choose three.)

- A. ICE
- B. SRTCP
- C. TURN
- D. HTTPS
- E. STUN

Correct Answer: ACE

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#### QUESTION 4

A customer reports that remote worker users cannot see their feature buttons. Their Avaya Session Border Controller for Enterprise (SBCE) was recently damaged and replaced due to a lightning strike. After doing some troubleshooting, support was able to see that PPM was misconfigured in the SBCE.

Which tool was used, and which symptoms were visible that pointed to this issue?

- A. List trace; PPM requests were going to Avaya Aura® Session Manager instead of the PPM server
- B. traceSM; SIP requests were going to Avaya Aura® Session Manager instead of SBCE
- C. traceHTTP; all HTTP requests were going to SBCE instead of Avaya Aura® Communication Manager
- D. traceSBC with PPM debugging enabled; PPM requests were seen to be going to the Utility Server instead of Session Manager

Correct Answer: A

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#### QUESTION 5

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.

Correct Answer: C

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