



# 78201X<sup>Q&As</sup>

Avaya IP Office Platform Support Certified Exam

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**QUESTION 1**

When installing IP Office Server Edition, which application needs to be installed on a separate server or hard drive partition?

- A. Web Services
- B. Voicemail Pro
- C. Avaya Contact Recorder
- D. one-X?Portal
- E. Call Detail Records

Correct Answer: C

<https://downloads.avaya.com/css/P8/documents/101005101> Page: 9

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**QUESTION 2**

A customer requires a Hunt Group to be created for their main incoming number. The Hunt Group should have four members and use longest wait logic. The user's extension should ring for 10 seconds before trying the next available person. Which timer should be configured with a value of 10 seconds to achieve this requirement?

- A. No answer time for the Hunt group
- B. No answer time for the User
- C. Fall-back timer
- D. The Hunt Group overflow timer

Correct Answer: A

<https://downloads.avaya.com/css/P8/documents/100119917>

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**QUESTION 3**

Which two applications can be used to configure Users, Hunt Groups, and Incoming Call Routes with the most advanced settings? (Choose two.)

- A. Manager
- B. Web Manager Admin
- C. Web Manager
- D. WebLM

Correct Answer: AC



<https://downloads.avaya.com/css/P8/documents/101005690>

<https://downloads.avaya.com/css/P8/documents/101005673>

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#### QUESTION 4

A law enforcement organization wants to enable full-time automated authenticated recordings of speech from people calling an anonymous tip line, which is included as an option in their auto attendant. What are the two essential steps required to set up Avaya Contact Recorder to achieve this objective? (Choose two.)

- A. Create a user for the Tip Line calls with necessary privileges.
- B. Configure a Tip Line folder in the Voicemail Pro drive with appropriate access controls.
- C. Select the time profile for Recording with suitable policies.
- D. Create a short code to start and stop recording with proper authorization.
- E. Set the recording destination to VRLA with encryption and integrity protection.

Correct Answer: AE

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#### QUESTION 5

What is the mechanism used to send alarm notifications to an IP Office support engineer?

- A. Simple Network Management Protocol (SNMP)
- B. Simple Mail Transfer Protocol (SMTP)
- C. Trivial File Transfer Protocol (TFTP)
- D. Session Status Application (SSA)

Correct Answer: A

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#### QUESTION 6

A customer complains about excessive lag between the speaker and listener in the IP Office VoIP system. What should you do to determine the cause of the delay?

- A. Utilize SSA (System Status Application).
- B. Analyze VoIP settings of IP telephones.
- C. Use Wireshark packet analyzer.
- D. Debug view.
- E. Enable monitoring of RTCP (Real-Time Transport Control Protocol).

Correct Answer: CE

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**QUESTION 7**

A remote worker is using an Avaya SIP Client to connect to the IP Office and one-X?Portal located at their company's headquarters. What are the two advanced technologies that can be used to enable the worker to re-register locally?

- A. Virtual Private Network (VPN) and Border Gateway Protocol (BGP)
- B. Network Access Control (NAC) and Session Initiation Protocol (SIP)
- C. Secure Real-time Transport Protocol (SRTP) and Simple Network Management Protocol (SNMP)
- D. Border Gateway Protocol (BGP) and Extensible Messaging and Presence Protocol (XMPP) E. Split DNS and Port Address Translation (PAT)

Correct Answer: DE

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**QUESTION 8**

Upon successful installation of IP Office Server Edition, which application is used to install the necessary licenses for the system?

- A. Avaya Aura?System Manager
- B. IP Office System Monitor
- C. IP Office Configuration Tool
- D. IP Office Manager

Correct Answer: D

<https://downloads.avaya.com/css/P8/documents/100164733> Page: 53

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**QUESTION 9**

If ContactStore is running on a separate server from Voicemail Pro, a registry key must be set in the ContactStore server. What is the exact purpose of this registry key, which poses potential security risks if not set correctly?

- A. It stores the ContactStore License in the server running ContactStore for auditing purposes.
- B. It registers ContactStore with IP Office for seamless integration.
- C. It tells ContactStore the exact location of the folder shared with Voicemail Pro for reliable communication.
- D. It provides read/write access to browser users for easy management.

Correct Answer: C

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**QUESTION 10**



A customer is running an IP Office 500 V2, one-X Portal, Voicemail Pro, and CCR supporting 50 users, of which 10 are CCR agents. They are currently on software version 8.0 and would like to upgrade to version 9.1. What application changes will they need to make during the upgrade?

- A. Only CCR as it is not supported in 9.0 or higher.
- B. Only one-X Portal as it is supported in 9.0 or higher.
- C. All applications, as 9.1 does not support any of them.
- D. All applications can be upgraded to 9.0 or higher without changes.

Correct Answer: A

<http://www.digitcom.ca/blog/Avaya-IP-Office-R9.1-The-IP-Office-is-All-Grown-Up.html>

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### QUESTION 11

What is the approach for updating the voice prompts on the Embedded Voicemail?

- A. Using the Embedded File Management option in the Manager Application
- B. Leveraging the External File Management feature in the System Status Application
- C. Utilizing the Voice Wizard capability in the Manager Application
- D. Adopting the Embedded Monitoring Management tool

Correct Answer: A

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### QUESTION 12

If no Music-on-Hold source is selected, what will a caller hear when a user places them on hold, and how can this behavior be customized?

- A. A caller will hear silence, which can be customized to play a pre-recorded message or a periodic tone by configuring the Music-on-Hold source.
- B. A caller will hear a double bleep tone, which cannot be customized as it is a default system behavior.
- C. A caller will hear ringing, which can be customized to play music or a pre-recorded message by configuring the Music-on-Hold source.
- D. A caller will hear an automated voice saying "Please Hold", which can be customized to play a different message by configuring the Music-on-Hold source.

Correct Answer: B

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### QUESTION 13



Which Avaya IP Office application is used to access the Security Settings for the system?

- A. Avaya IP Office Monitor application
- B. Avaya IP Office Web Self Administration application
- C. Avaya Aura System Manager
- D. Avaya IP Office Manager application

Correct Answer: D

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#### QUESTION 14

When creating a Short Code for connecting to a start point in Voicemail Pro modules, which Short Code feature should be utilized?

- A. Voicemail On
- B. Voicemail Off
- C. Voicemail Collect
- D. Voicemail Call

Correct Answer: C

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#### QUESTION 15

System Alarms can be viewed in two applications, but only one of them can generate alarm notification via email. Which application can send an email notification for an alarm?

- A. Manager Application
- B. Monitor Application
- C. System Status Application
- D. Web Manager Application

Correct Answer: A

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