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**Avaya**

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# Avaya Certified Messaging Design Elective Certification

## Avaya Exam 132-S-800.1 Practice Questions and Answers

1. You are installing an IP Office for a customer who wants to permit only certain employees to dial international numbers.

Which is the most Designable way of configuring this?

(Note: All Short Codes match the International Dial string.)

- A. This is not possible in the IP Office.
- B. Each permitted user is allocated a special access code for making international calls and User Short Codes are created for these codes.
- C. You use a system Short Code with the feature Busy. A User Short Code with the feature Dial is used for employees who are permitted to dial international numbers.
- D. You use system Short Code with the feature Dial. A User Short Code with the feature Busy is used for employees who are not permitted to dial international numbers.

2. When building an Incoming Call Route to a RAS, which Bearer Capability should be configured?

- A. if using an analog modem or digital connection, set the Bearer Capability to Any Data
- B. if using an analog modem or digital connection, set the Bearer Capability to Any Voice
- C. if using an analog modem, set the Bearer Capability to Any Voice; if using a digital connection, set the Bearer Capability to Any Data
- D. if using an analog modem, set the Bearer Capability to Any Data; if using a digital connection, set the Bearer Capability to Any Voice

3. Which two programming steps must be completed to keep the IP Office Small Office Edition from accepting a wireless IP connection

without a valid SSID set? (Choose two.)

- A. PC Name must be entered into SSID form.
- B. IP Address must be entered into SSID form.
- C. MAC address must be entered into SSID form.
- D. Accept Any must be unchecked on SSID form

4. A customer wants to route calls that come to their main number to a hunt group during the day and then switch over to one phone at night.

Which action accomplishes this?

- A. direct the incoming call route to the hunt group and then set its Fallback Extension as the one phone they need to ring at night
- B. direct the incoming call route to the hunt group and then program a night service button on the one phone they want to ring at night
- C. direct the incoming call route to the hunt group and then set its Night Service Destination as the one phone they need to ring at night
- D. create a Time Profile for Night Service, direct the incoming call route to the hunt group, and then set its Night Service Destination as the phone they want to ring at night

1. How can IP telephony and VoIP help mobile workers to be more productive?

IP Telephony has broken down the wireline distance barrier, extending advanced capabilities and Intelligent Communications to any user, anywhere in the world. Wireless voice and data communications have removed the need for a wired connection. At the intersection of IP telephony and wireless communications is enterprise mobility – the freedom of being enterprise-enabled, anywhere.

For example, with Avaya IP Softphone, a teleworker can receive calls made to their office at their home or remote location. They can access communications features they enjoy in the office, such as call transfer, abbreviated dialing, conference, and hold. Similarly, with Avaya Extension to

Cellular and Avaya one-XMobile Edition, traveling workers or "road warriors" can have calls routed to their cell phone and perform similar functions. With Avaya IP Telephony, a company can choose the path that is most appropriate for them to deploy enterprise mobility, one that minimizes technical disruption and preserves existing investments in wiring and phones. A mobility server can be added to an existing PBX or the PBX can be IP enabled and gradually expand its new capabilities throughout the enterprise.

**2. What is the role of communications technology in the Financial Services industry?** We are moving from a period in which communications was merely a utility with cost as the most important criteria into an era of Intelligent Communications – in which advanced communications capabilities can fundamentally impact a firm's effectiveness and profitability. Intelligent Communications is the result of embedding communications applications inside mission-critical business processes to deliver competitive advantage. Those financial services firms that adopt and leverage Intelligent Communications can improve profitability through increased revenue from new and existing customers as well as through greater efficiency and productivity.

New developments such as Web services and service-oriented architecture (SOA) minimize the need for custom code, making it much easier to tie together disparate systems and applications. They also lower both the skills needed and time required for implementation. These changes drastically alter the business case for many technology projects, enabling cost-effective and repeatable solutions that would have been impractical even a few years ago.

**3. Can Avaya IP Telephony Solutions work on my Cisco Network? What should I Know?**

The Avaya Interoperability Test Labs have documentation of many configurations of Communication Manager and Cisco routers that can be found under the Do your Research by Resource Type/Application Notes section of Avaya.com. Most enterprises need assurances as to the tangible benefits they will gain by integrating components from different vendors. They want to know what features they will gain, and to what concerns they should be alerted.

By integrating Avaya Business Communications Applications into a Cisco data network the full range of 700+ Communication Manager features become available. There are two general categories of features.

- There are those which users directly take advantage of which include Extension to Cellular, Whisper Page, Bridged Call Appearances, etc...
- There are features which administrators take advantage of such as Stateful Failover Between Servers, Enterprise Survivability, etc...

4. What is Important to know ? The most important requirement for any deployment of VoIP is that the network (Cisco for this discussion) needs to provide end to end Quality of Service (QoS) based on DiffServ Code Point (DCSP) and/or COS (Layer 2

Class of Service). Avaya servers, gateways, and endpoints can tag packets using combinations of DSCP and/or COS. Tagging is performed independently for signaling and bearer (voice and/or video) allowing for a very granular configuration. Tagging can also be configured independently for each location although it is recommended that the same tagging scheme be uniform throughout the enterprise. In addition Avaya supports RSVP although it is not commonly used today. This assures that the voice communications will work over any data network that supports these tactics for QoS, like Cisco.

This doesn't mean a crazy router configuration, but rather a very similar configuration as to what is used for Cisco's IP telephony. Avaya recommends using Low Latency Queuing(LLQ) for WAN circuits which is what Cisco recommends. Since Avaya CODECs are the same, and based on the Real Time Protocol(RTP) standard, taking advantage of Compressed RTP(cRTP) on lower speed WAN circuits is supported.

Most recent Cisco routers support VoIP and Avaya IP Telephony. This includes the 1700, 2600, 3600, 3700, and of course the ISR's which is the x800 series of Cisco Routers. As far as software, IOS 12.2 or higher is usually recommended. This is because 12.2 fixes a lot of early issues with LLQ and cRTP. Earlier versions of IOS might work just fine depending on the exact configuration.

While often a Cisco configuration for supporting VoIP will insist on upgrading 2600 routers, that is because of the expected additional workload of the routers acting as a voice gateways. It might still be the case that they need to be upgraded if there are unique applications or configurations, or if they do not support QoS, but typically, with an Avaya Solution being implemented for voice, the routers are still be used in the same data centric manner, and so as long as they are not over capacity for CPU and bandwidth usage, there is no need for the added upgrade expense.

5. What is MultiVantage® Express? Developed for users new to Avaya, MultiVantage Express is an integrated software package that addresses a full complement of communications needs, including: Avaya Communication Manager, messaging, auto



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and many others.. See complete list [Here](#)

