

37820X^{Q&As}

37820X - Avaya Midsize Solution Design

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QUESTION 1

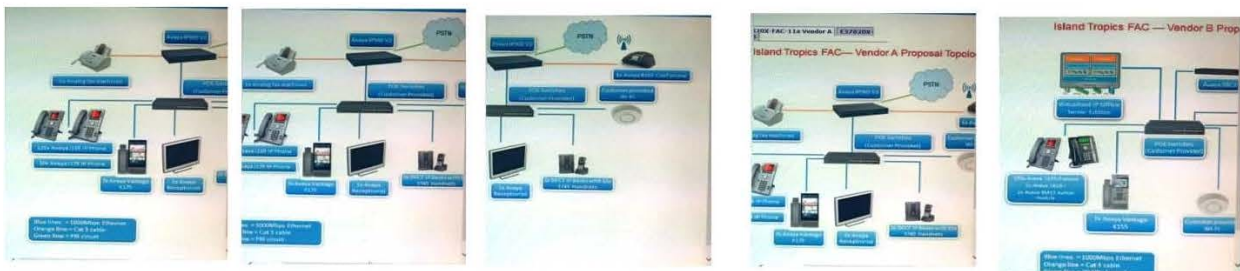
Refer to the IT-FAC scenario and exhibits.

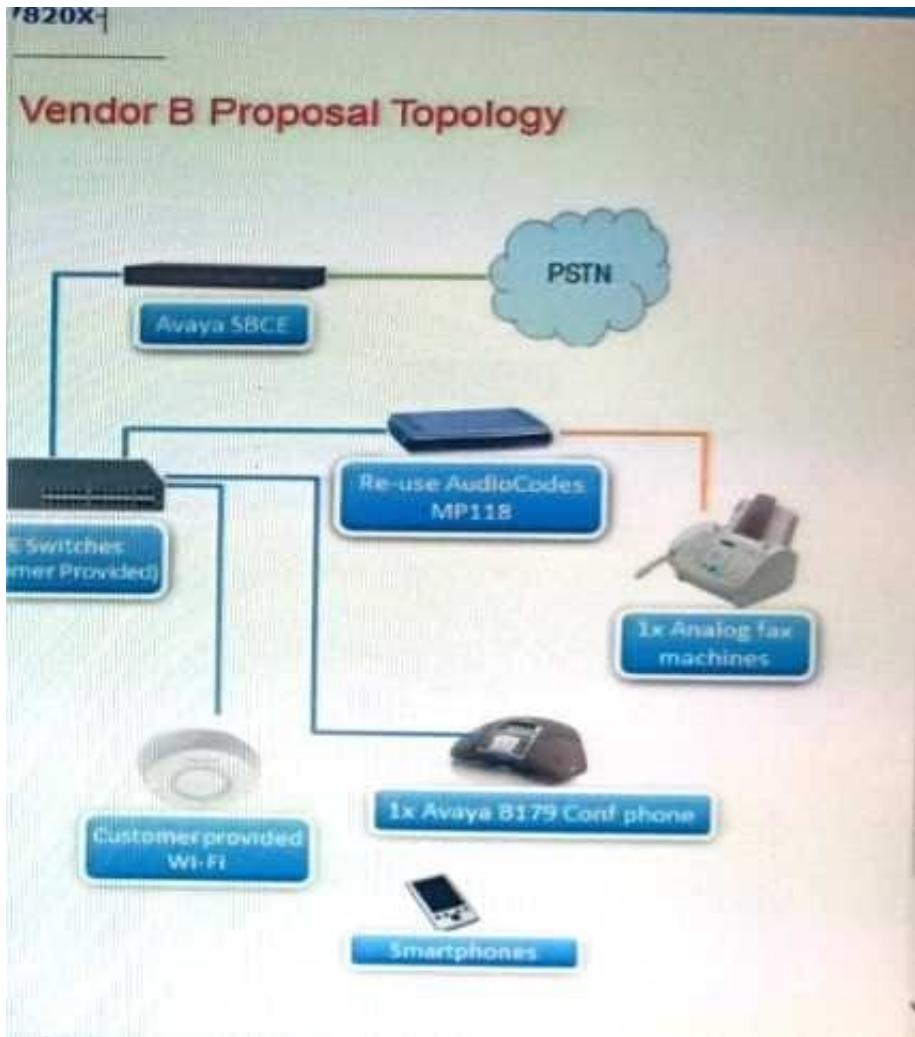
Scenario: Island Tropics Family Amusement Center (IT – FAC or IT)

This tropical themed entertainment destination is family-owned and located near the Three Rivers ranch. Guests spend as little as an hour or possibly all-day relaxing and enjoying the rides, food, games, mini-golf and laser tag. They offer packages for birthdays, reunions, company outings, and parties. Their competition is from bowling alleys, ice and roller skating rinks, and movie theaters. They are replacing an existing Toshiba system that has digital and analog telephones.

Below is the existing telephone information. IT – FAC has a small group of inside and outside sales staff that takes reservations and helps their potential guests plan parties and events. Calls that do not call directly into sales go through the operator. IT is open 11 hours a day and the operator position is staffed 12 hours a day.

- Family, executives, and office staff - 10 telephones
- Sales representatives and manager – 6 telephones
- General – 125 telephones (75 are walk-up/convenience telephones)
- Maintenance, grounds, security (mobile support staff) – 15 telephones
- Operator – 1 telephone
- Analog FAX machine – 1 telephone





The customer, Island Tropics Family Amusement Center has received solution designs from two different vendors, Vendor A and Vendor B. As the manufacturer's representative, the customer wants you to explain the merits and limitations of each solution. For the Mobile Users' portion of the solution. Vendor A has proposed using a DECT solution instead of using smartphones. What are two characteristics of this mobility solution? (Choose two.)

- A. It utilizes the WiFi network of APs.
- B. It supports off-premise connectivity.
- C. It operates on a separate DECT network.
- D. It uses a line of ruggedized endpoints.

Correct Answer: AD

QUESTION 2

For an Avaya Spaces Basic level account, which statement is true about the email address for Basic users?

- A. Any email address will work for Basic level users.

- B. The email domain name must match the company domain name.
- C. An email address is not required for Basic level users.
- D. The email address for Basic level users does not need to be unique.

Correct Answer: B

QUESTION 3

Your customer would like to use Deskphone mode, also called Shared Control, and they want to know if they need to replace any of their deskphones.

Which phone does not support Shared Call Control?

- A. 1100 Series
- B. J129
- C. DECT R4
- D. 1200 Series

Correct Answer: A

QUESTION 4

You are working with a customer to migrate them to an Avaya Midsize solution with IP Office™. They have nine existing analog trunks that each cost \$40 per month. You want to determine if it would be cost effective to go to digital trunking using a T1/E1 at a cost of \$400 per month. Although the analog monthly line charges are less, what else would need to be taken into consideration to look at the total cost difference?

- A. Analog devices, such as a classic fax machine, attached to the IP Office require analog trunks.
- B. Digital trunking requires an SBCE for security.
- C. The cost for nine analog trunk ports versus a single digital trunk port.
- D. Digital trunking needs VCM channels and analog trunks do not-

Correct Answer: A

QUESTION 5

Refer to the Scenario: HandH Ticket.

Scenario: H&H Ticket

H&H Ticket is a ticket booking company that wants to replace their aging DEFINITY® system. H&H books tickets for customers for air travel, train travel, as well as, movie and theater tickets.

They are looking for an enhanced contact center solution that accepts multiple channels of communication; including voice and email. Their representatives take bookings in the office and remotely. The representatives need to consult other H&H Ticket associates frequently.

There are six contact center locations; A, B, C, D, E, and F, where they support a follow-the-sun operation. At any one time 3 locations are online. There is a main location with 120 agents, a location who is ending their day and finishing up calls with 40 agents and a location that is starting their day and taking overflow calls with 60 active agents.

They need to have secure, resilient communications since their business is booking tickets which requires payment and must be PCI DSS (payment card industry data security standard) compliance. H&H would like to reuse their present infrastructure which includes: Nutanix, Active Directory and a Wi-Fi network. They are using Microsoft Exchange and Salesforce.com and would be interested in any integration.

The main location has 120 agents, of which 10% are remote/mobile, 5 supervisors, 3 managers, 6 office staff, 4 IT or 138 total users.

Each of the five remote locations has 120 agents, of which 10% are remote/mobile, 5 supervisors, 1 manager, 3 office staff or 129 total users.

For SIP trunking use a ratio of 3 users per session since the users are primarily contact center agents.

You are designing a solution for HandH Ticket. The customer has been using a hosted conferencing solution with a maximum of 100 moderators. They need to know answers to multiple questions to estimate costs or setup the host/moderator. In the system. You have told them that the Avaya model is simpler. Which three facts do you need to know to help determine a cost estimate for a comparable premise- based solution? (Choose three.)

A. No additional Information Is needed

B. The number of conferences per month

C. Whether they need web collaboration

D. Whether they will need recording

E. The number of participant-

Correct Answer: ABD

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