

## 37820X<sup>Q&As</sup>

37820X - Avaya Midsize Solution Design

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## QUESTION 1

A Customer wants to clarify the maximum number of logged-in Agents in his virtualized ACCS. How many agents can be logged-in to the Agent Desktop at the same time In a High-End solution?

- A. 150
- B. 250
- C. 350
- D. 450

Correct Answer: A

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## QUESTION 2

Refer to the Scenario: Bittersweet Coffee Company (BCC).

**Scenario: Bittersweet Coffee Company (BCC)**

The Bittersweet Coffee Company (BCC) gourmet coffee company buys coffee beans from several countries throughout South America, Africa, and Southeast Asia. They then process the coffee beans and sell both whole and ground beans to retail coffee shops throughout the world. They have recently expanded to offer other coffee related products and have begun opening their own retail shops in select locations in Europe and Asia.

To accommodate the recent growth, BCC has determined that their aging NEC communications system and Cisco data networking solutions may no longer be sufficient to meet their needs. Consequently they have released an RFP asking for bids on a new telephony or data system.

**The telephony RFP requests for a solution that will provide the following:**

1. Endpoints:
  - a. 420 IP telephone sets
  - b. 60 softphone clients
  - c. 50 mobile clients
2. 18 Contact Center agents and 2 supervisors
3. 5 Receptionist consoles
4. Distributed SIP trunking
5. Centralized voicemail
6. Redundant call processing with local survivability

When responding to an RFP, it is common to propose an initial solution that meets only the minimum requirements of the RFP, and later to propose additional or enhanced products/services that you believe will best meet the customer's needs. Assuming that you are providing the initial basic response to the BCC RFP, which product might not be needed, but could be included in a subsequent response to provide additional functionality?

- A. Avaya Session Border Controller for Enterprise
- B. 1600 series telephone sets
- C. Avaya one-X Mobile
- D. Voicemail Pro

Correct Answer: A

**QUESTION 3**

Refer to the Scenario: IT-FAC.

**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 Account Manager said that the customer is concerned about the amount of time that calls get held or parked. They would like to get simple reports summarizing this type of Information.

What can you tell the Account Manager about the CDR/SMDR information and output?

- A. IP Office tracks that information and It can be reviewed using the built-in reports.
- B. IP Office does not track that Information but It is available using a third-party call accounting application.
- C. IP Office does not track that information but it is available with a call center application.
- D. IP Office tracks that information and It Is provided In a CSV format.

Correct Answer: A

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#### QUESTION 4

With Avaya Equinox Meetings Online, what is the maximum number of live broadcast viewers for a Pro VMR version?

- A. 500 viewers
- B. 50 viewers
- C. 25 viewers
- D. 100 viewers

Correct Answer: A

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## QUESTION 5

One of the features of IP Office Server Edition and IP Office Select is Lightweight Directory Access Protocol (LDAP) user synchronization. To support on-going administration, this feature can be used to In addition to Name, Full Name, and extension, what other field can be synchronized?

- A. Email address
- B. Address
- C. Job function
- D. Organization or group

Correct Answer: A

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