

37820X^{Q&As}

37820X - Avaya Midsize Solution Design

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QUESTION 1

You have just completed a series of discovery conversations with a customer. To summarize the results of your conversations, what would you create to show each of the customer contacts you met with?

- A. A design diagram for each person
- B. An architectural diagram for each person
- C. A single architectural diagram
- D. A single design diagram

Correct Answer: B

QUESTION 2

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

You plan to recommend that IT-FAC use the geo-presence feature to keep track of their security and maintenance personnel.

Which application and deployment option will provide this functionality?

- A. Avaya Communicator using iOS or Android smartphones
- B. one-X Mobile Preferred using iOS or Android smartphones
- C. Scopia Mobile using iOS or Android smartphones
- D. one-X Mobile Preferred using Windows smartphones

Correct Answer: B

QUESTION 3

With the Avaya IXTM Workplace Client, what is the minimum Avaya Spaces account that is required send and receive Instant messages?

- A. Basic
- B. Plus
- C. Business
- D. Platinum

Correct Answer: A

QUESTION 4

A company's IT staff often works from remote locations. What is required for them to manage the Avaya IP Office™ Platform remotely?

- A. The Avaya Secure Access Link (SAL)
- B. VPN access and the System Status tool
- C. VPN access to the corporate network and an IP Office System Monitor
- D. VPN access to the corporate network and a web browser

Correct Answer: C

QUESTION 5

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