

37820X^{Q&As}

37820X - Avaya Midsize Solution Design

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QUESTION 1

Refer to the Scenario: HandH Tick.

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.

Based on the HandH Ticket scenario, which in Border Controller for Enterprise (SBCE) deployment would you recommend to provide secure, resilient SIP communications for Internal and mobile/remote representatives?

- A. A high availability deployment on three Dell servers
- B. A high availability deployment on two Dell servers
- C. A high availability deployment on two Portwell Cad servers
- D. A virtualized high availability Hyper-V deployment

Correct Answer: C

QUESTION 2

A customer is considering replacing their Digital Enhanced Cordless Telecommunications (DECT) network with WIFI. They ask you which type of network is better.

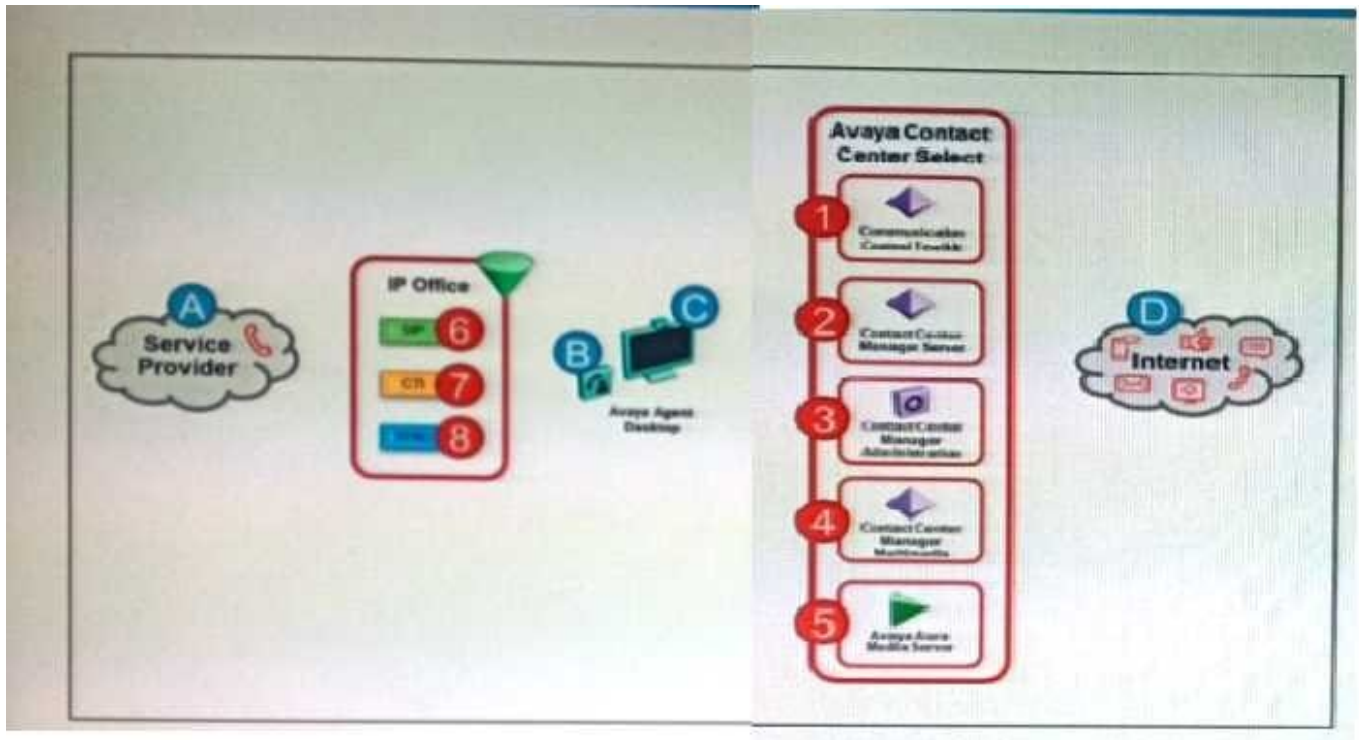
Which benefit would you tell them?

- A. WIFI has less up-front costs with BYOD; since there are no endpoints to purchase.
- B. WiFi provides voice and data access for users.
- C. DECT Is voice only and the chance of hacking Is minimal,
- D. DECT supports longer distances than Wi-Fi.

Correct Answer: C

QUESTION 3

Refer to the exhibit.



How does the Avaya Contact Center Select (ACCS) route contacts based on business logic to supported endpoints?

- A. To IP Office and anchored In IP Office: A-6
- B. Through IP Office, controlled by CCMS and routed to the phoneset directly: A-6-2-B
- C. Through IP Office, controlled by CCMS and anchored In the Media Server: A-6-2-5
- D. Through IP Office, controlled by CCT and anchored In IP Office: A-6-1-7

Correct Answer: D

QUESTION 4

Your customer wants to create wallboards.

In addition to the Basic Avaya Call Reporting license, what is required to provide wallboard templates?

- A. Realtime
- B. Voice Recording Library
- C. Custom reports
- D. Agent Dashboards

Correct Answer: D

QUESTION 5


With the Avaya IX™ Workplace Client, what is required to provide point-to-point audio and video calls?

- A. One user with Office Worker licence, one user with Power User licence
- B. Two users with Avaya Equinox Meetings Online virtual meeting rooms
- C. Two users with Avaya Equinox Conferencing host licences
- D. Two users with Power User licences

Correct Answer: B

QUESTION 6

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 7

With the Avaya J100 Series IXTM IP phones, which feature requires PoE Class 2?

- A. The JBM24/JEM24 button module
- B. The color display
- C. The J100 wireless module
- D. The built-in volume boost

Correct Answer: B

QUESTION 8

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

QUESTION 9

A customer wants the helpful tool that is available to create marketing surveys in Avaya Contact Center

Select (ACCS).

Which component is used to create surveys in ACCS?

- A. Outbound Campaign Management Tool
- B. Proactive Outreach Manager
- C. Communication Control Toolkit
- D. Orchestration Designer

Correct Answer: A

QUESTION 10

Currently a customer has an IP500 V2 Preferred Edition deployment with SIP trunks at their office, but they plan to have 10 employees for tech support to work remotely within the next month. All 10 employees must be able to access their extension simultaneously. They ask you if the IP Office™ has built-in functionality for this and whether that is sufficient from a security perspective. Which solution would satisfy the customer's need for remote employees and security, and which additional licensing (if any) is required?

- A. An SBCE is recommended and deployed with the IP Office. The customer also needs 10 Standard Licenses for the remote workers.
- B. The IP Office has a built-in SBC and firewall and it is sufficient for security. The customer also needs 10 Teleworker licenses.
- C. An SBCE is recommended and deployed with the IP Office. The customer also needs 10 Standard and Advanced Licenses for the remote workers.
- D. The IP Office has a built-in SBC, and it is sufficient for security. The customer also needs 10 Teleworker licenses.

Correct Answer: A

QUESTION 11

Refer to the Scenario: HandH Ticket.

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

The HandH Ticket company wants to replace their DEFINITY systems with a solution for which they can easily obtain parts and maintenance. The customer contact wants to know why they should migrate to IP Office** and not Avaya Aura? In addition to telling them that this solution was purpose-built to support midsize enterprises with up to 3000 users, what else would you tell them?

A. IP Office Includes built-in apps such as voicemail, audio and web collaboration, mobility, IM and Presence.

- B. The IP Office can be virtualized in either a Nutanix or a VMware environment.
- C. IP Office integrates with a multi-channel contact center solution that can migrate to Avaya Aura Contact Center.
- D. IP Office uses many of the same components and applications such as SBCE and System Manager.

Correct Answer: D

QUESTION 12

For Avaya Equinox Meetings Online, In addition to capacity differences, which feature is only offered in the Pro VMR?

- A. Video room systems as participants
- B. Web browser connectivity
- C. Live broadcast for 750 viewers
- D. Recording and playback

Correct Answer: A

QUESTION 13

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 14

Avaya Contact Center Select Remote Agents can use an Avaya Deskphone or Avaya soft client. Which Avaya softclient is supported for Remote Agents on Avaya Contact Center Select (ACCS)?

- A. Avaya one-X Communicator for Mac
- B. Avaya Communicator for IOS
- C. Avaya one-X Communicator for Windows

D. Avaya Communicator for Windows

Correct Answer: A

QUESTION 15

A customer has an existing Business Communications Manager (BCM) with Avaya 1220 and 1230 IP Deskphones. The Account Manager wants to reuse the sets and minimize the cost of the quote. Which statement about reusing existing sets from a BCM on an IP Office™ is true?

- A. The features supported on BCM are the same as the IP Office.
- B. The existing sets will operate the same on the IP Office.
- C. IP Office supports all BCM sets.
- D. There will be some operational or feature differences.

Correct Answer: A

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