

46150T^{Q&As}

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QUESTION 1

You have a midsized customer considering the Avaya Contact Center Select offer. You tell him that the offer is tailored to provide rapid deployment targets. First call / first email typically takes _____ .

- A. Less than 1 hour
- B. Less than 4 hour
- C. 1 day
- D. 1 week

Correct Answer: A

QUESTION 2

On which of the following devices can Avaya IP Office™ customers run a version of the Avaya Vantage Connect client software? (Choose two.)

- A. TI-89 Titanium devices
- B. Avaya K165/175 endpoints
- C. Nortel 1100-series endpoints
- D. Avaya K155 endpoints

Correct Answer: AC

QUESTION 3

What is the maximum number of DECT-R4 edition 6 extensions supported by Avaya IP Office™ Server edition?

- A. 750
- B. 150
- C. 1000
- D. 3000
- E. 384

Correct Answer: A

QUESTION 4

Which of the following Avaya IP Office™ editions would you position as options for a customer seeking communications for 80 employees, who require access to essential mobility and team-engagement features? (Choose two.)

- A. Basic Edition
- B. IP Office™ Select
- C. Essential Edition
- D. Preferred Edition
- E. Server Edition

Correct Answer: CD

QUESTION 5

A prospective customer contact says, "The primary concern in my business right now is return on investment." Which of the following is the best response, in terms of advancing the conversation and pursuing the vendor and partner's interests?

- A. Tell me more about your business.
- B. Would you be interested in an Avaya IP Office™ system?
- C. Avaya IP Office™ always delivers the highest ROI!
- D. How do you measure productivity?
- E. We can reduce the price to meet your target number.

Correct Answer: C

QUESTION 6

A line of business leader tries giving you the brush-off by sending you back to the IT team, saying, "I'm too busy whipping this contact center into shape to talk technology." Which of the following responses will most likely keep you in the room?

- A. I've already got everything I need from the IT team, I need to hear it from you!
- B. Maybe we can help. What's keeping your agents from meeting their goals?
- C. Doing your due diligence with us will buy you sweat equity with IT.

D. Avaya has a long history of placing solutions in the contact-center environment.

E. In a way, aren't we all on the IT team?

Correct Answer: A

QUESTION 7

Which of the following Avaya IP Office™ editions would you position as options for a customer seeking communications for 450 employees who require access to advanced features and resiliency? (Choose two.)

A. Preferred Edition

B. Basic Edition

C. IP Office™ Select

D. Essential Edition

E. Server Edition

Correct Answer: AD

QUESTION 8

Which of the following is the best description of the SIP Line Appearance feature?

A. Causes trunk line calls to be re-routed over SIP lines for a net reduction of maintenance costs

B. Allows deskphones to present SIP calls the same as trunk line calls

C. Permits instant two-way conferencing on SIP video endpoints

D. Permits Avaya IP Office™ to carry traffic from SIP@home devices like thermostats and smart locks

Correct Answer: C

QUESTION 9

Which of the following capabilities is NOT available as part of the Avaya Contact Center Select offer?

A. Report creation

B. Live monitoring

- C. Web communications
- D. Inbound email processing
- E. Supervisor actions

Correct Answer: A

QUESTION 10

Your customer is looking to add a contact center solution to their IP Office™ base, but describes customer interactions which would benefit by more advanced features, such as live monitoring and quality management. What offer could you suggest connecting to implement both simple inbound voice call routing and enterprise-grade features?

- A. Avaya OneCloud™ CCaaS
- B. Avaya Mobile Identity
- C. Avaya Spaces™
- D. Avaya Contact Center Select

Correct Answer: B

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