



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

37820X - Avaya Midsize Solution Design

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### QUESTION 1

Current trends in the midsize segment can be grouped into four areas: IT (Information Technology), collaboration and engagement, workforce, and cloud communications. In the area of cloud communications, which characteristic is associated with midsize businesses?

- A. They decrease solution complexity by reducing features.
- B. They will gain greater flexibility.
- C. They can shift to cloud storage for data and Information.
- D. They Improve and extend the mobile infrastructure.

Correct Answer: B

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### QUESTION 2

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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### QUESTION 3

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?

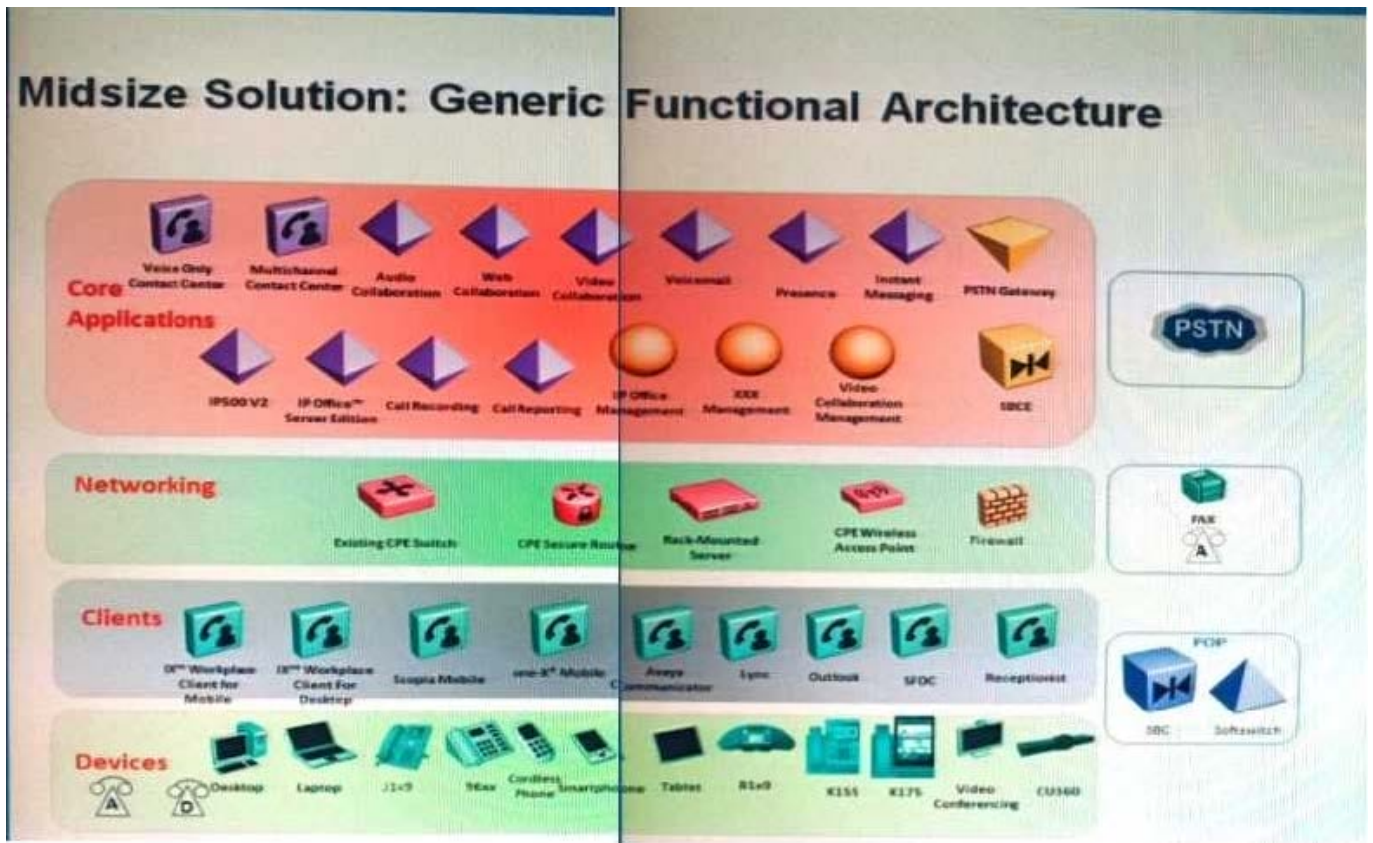
- A. Outbound Campaign Management Tool
- B. Proactive Outreach Manager
- C. Communication Control Toolkit
- D. Orchestration Designer

Correct Answer: A

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### QUESTION 4

Refer to the exhibit.



You have just finished your client discovery conversation with a multi-location, midsize customer. What would you do to use the generic functional UCandC architecture shown in the exhibit?

- A. Create a version of this diagram for each location.
- B. Add the specific product names for components in your solution.
- C. Cross out functionality not requested by the customer.
- D. Add In quantities for each of the components in your solution.

Correct Answer: C

### QUESTION 5

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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