



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

37820X - Avaya Midsize Solution Design

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### QUESTION 1

Refer to the IT-FAC scenario and exhibits.

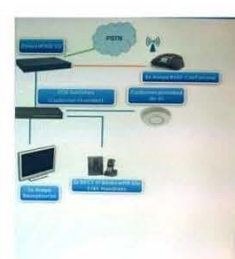


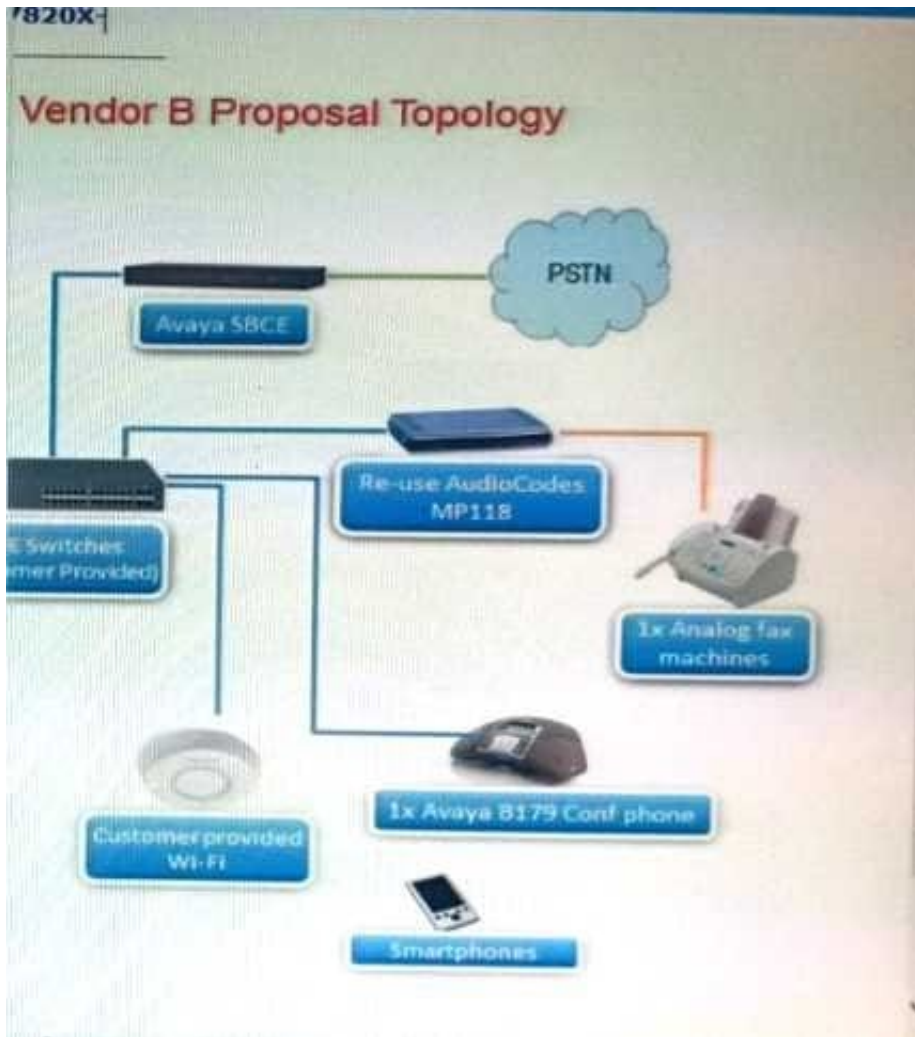
### Scenario: Island Tropics Family Amusement Center (IT – FAC or IT)

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 customer, Island Tropics Family Amusement Center has received solution designs from two different vendors, Vendor A and Vendor B. As the manufacturer's representative, the customer wants you to explain the merits and limitations of each solution. For the Mobile Users' portion of the solution. Vendor A has proposed using a DECT solution instead of using smartphones. What are two characteristics of this mobility solution? (Choose two.)

- A. It utilizes the WiFi network of APs.
- B. It supports off-premise connectivity.
- C. It operates on a separate DECT network.
- D. It uses a line of ruggedized endpoints.

Correct Answer: AD

## QUESTION 2

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

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### QUESTION 3

Which statement is true about the various levels and the file sharing capabilities of Avaya Spaces users?

- A. Only Member level users and above can share files.
- B. Only Owner/Admin level users can share files.
- C. All levels of users can share files.
- D. File sharing is not a capability within Avaya Spaces.

Correct Answer: B

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### QUESTION 4

Which agent application uses the Communication Control Toolkit (CCT) function in Avaya Contact Center Select (ACCS)?

- A. one-X Agent
- B. Avaya Communicator
- C. Avaya Agent Desktop
- D. Agent Desktop Display

Correct Answer: B

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### QUESTION 5

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.

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

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