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**QUESTION 1**

Refer to the Scenario: Bittersweet Coffee Company (BCC).

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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 2**

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Your initial bid response has been designed to meet only the customer's stated needs from the RFP. Which feature brings added value to your solution without incurring any additional cost to the customer?

- A. On demand call recording and reporting for any user
- B. HTML based call accounting reports
- C. Meet-me audio conferencing
- D. Centralized management of wired network switches

Correct Answer: D



QUESTION 3

What are two reasons to use Voicemail Pro for recording? (Choose two.)

- A. Each Avaya Contact Center Select voice agent license includes a recording license.
- B. It provides reporting such as how many times a call was put on hold.
- C. It offers live monitoring of voice and screens.
- D. No additional licensing is needed to allow any user call recording via a button.

Correct Answer: CD

QUESTION 4

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

To keep the WIFI separate from the mobility offer, you have decided to address the mobility functionality by providing ten 3700 series Digital Enhanced Cordless Telecommunications (DECT) telephones for the staff working around the amusement center and one-X Mobile Preferred for the six executives. Based on the above information, what is the impact of using DECT telephones and one-X Mobile Preferred on the user licensing?

- A. 16 additional Mobile user licenses
- B. 16 additional Office user licenses
- C. Six additional Power user licenses
- D. No additional user licenses

Correct Answer: B

QUESTION 5



For your customer, you have decided to configure an IP Office™ Server Edition. Using Just the primary server, which types of internal collaboration are available for the power users?

- A. Audio collaboration plus point-to-point video calls and web collaboration that requires web collaboration licenses and video licenses
- B. Audio collaboration plus point-to-point video calls and web collaboration that requires web collaboration licenses
- C. Audio collaboration plus multipoint video calls and web collaboration that requires web collaboration licenses
- D. Audio collaboration plus multipoint video calls and web collaboration that requires web collaboration licenses and video licenses

Correct Answer: B

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