



37820X^{Q&As}

37820X - Avaya Midsize Solution Design

Pass Avaya 37820X Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/37820x.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Avaya
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



**QUESTION 1**

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

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 2

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

QUESTION 3

Your customer would like to use Deskphone mode, also called Shared Control, and they want to know if they need to replace any of their deskphones.

Which phone does not support Shared Call Control?

- A. 1100 Series
- B. J129
- C. DECT R4
- D. 1200 Series

Correct Answer: A

QUESTION 4

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



QUESTION 5

You are proposing an Avaya Midsize solution with 200 agents, 10 supervisors, 225 non-agent UC users, and 200 non-agent Telephony users.

How many Telephony users and UC users would be Included In your Bill of Materials?

- A. 410 Telephony users and 225 UC users
- B. 210 Telephony users and 425 UC users
- C. 200 Telephony users and 435 UC users
- D. 400 Telephony users and 235 UC users

Correct Answer: C

[37820X Study Guide](#)

[37820X Exam Questions](#)

[37820X Braindumps](#)