37820X^{Q&As}

37820X - Avaya Midsize Solution Design

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QUESTION 1

For Avaya Equinox Meetings Online, In addition to capacity differences, which feature Is only offered in the Pro VMR?

A. Video room systems as participants

B. Web browser connectivity

C. Live broadcast for 750 viewers

D. Recording and playback

Correct Answer: A

QUESTION 2

What is the VantageTM Voice Assistant?

A. An optional licensed feature for any Vantage device

B. A Vantage application from the Apple app store

C. A Vantage application for the K155

D. A Vantage application from the Google Play store

Correct Answer: D

QUESTION 3

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

IT-FAC Is very concerned about reliability since they need the ability to always make calls and receive calls. They are not as concerned about reliability of messaging and other forms of collaboration. Based on the above information, what Is required in the IP Office solution to provide backup for their SIP trunks and Session Border Controller for Enterprise (SBCE)?

A. Add an E1 or T1 line with a combo card.

B. Add a second Portwell SBCE to provide High Availability (HA).

C. Add Plain Old Telephone Service (POTS) lines and analog modules to the IP500 V2.

D. Duplicate all of the SIP trunks, add another Portwell SBCE and High Availability (HA. licenses.

Correct Answer: A

QUESTION 4

For an Avaya Spaces Basic level account, which statement Is true about the email address for Basic users?

A. Any email address will work for Basic level users.

B. The email domain name must match the company domain name.

C. An email address is not required for Basic level users.

D. The email address for Basic level users does not need to be unique.

Correct Answer: B

QUESTION 5

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 6

With Avaya Equinox Meetings Online, what is the maximum number of live broadcast viewers for a Pro VMR version?

A. 500 viewers

B. 50 viewers

C. 25 viewers

D. 100 viewers

Correct Answer: A

QUESTION 7

What is one of the features of the Avaya VantageTM K165 that makes it different than the Avaya Vantage K175?

A. It has visible mechanical buttons.

B. It has a smaller touch screen.

C. It does not Include a camera.

D. It is not an all glass device.

Correct Answer: C

QUESTION 8

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

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 9

You are helping a customer learn about Avaya Contact Center Select (ACCS). They want to know about server requirements for an ACCS with Business Continuity. Which two statements describe the server configurations for IP Office and ACC with Business Continuity?

A. If the ACCS is using a hardware appliance the IP Office can be virtualized.

B. IP Office and ACCS can be virtualized only using the same VMware host server.

C. If the ACCS is using a hardware appliance the IP Office must be using a hardware appliance.

D. IP Office and ACCS can be virtualized only using separate VMware host servers.

Correct Answer: A

QUESTION 10

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.

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The Account Manager said that the customer is concerned about the amount of time that calls get held or

parked. They would like to get simple reports summarizing this type of Information.

What can you tell the Account Manager about the CDR/SMDR information and output?

A. IP Office tracks that information and It can be reviewed using the built-in reports.

B. IP Office does not track that Information but It is available using a third-party call accounting application.

C. IP Office does not track that information but it is available with a call center application.

D. IP Office tracks that information and It Is provided In a CSV format.

Correct Answer: A

QUESTION 11

Currently a customer has an IP500 V2 Preferred Edition deployment with SIP trunks at their office, but they plan to have

10 employees for tech support to work remotely within the next month. All 10 employees must be able to access their extension simultaneously. They ask you If the IP OfficeTM has built-in functionality for this and whether that Is sufficient from a security perspective. Which solution would satisfy the customer\'s need for remote employees and security, and which additional licensing (if any) is required?

A. An SBCE Is recommended and deployed with the IP Office. The customer also needs 10 Standard Licenses for the remote workers.

B. The IP Office has a built-in SBC and firewall and It is sufficient for security. The customer also needs 10 Teleworker licenses,

C. An SBCE is recommended and deployed with the IP Office. The customer also needs 10 Standard and Advanced Licenses for the remote workers.

D. The IP Office has a built-in SBC, and it is sufficient for security. The customer also needs 10 Teleworker licenses.

Correct Answer: A

QUESTION 12

For your customer, you have decided to configure an IP OfficeTM 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

QUESTION 13

Your customer has standardized on Chrome as their browser, and they want to use WebRTC to access

their IP Office\\'".

Which two soft clients would you recommend? (Choose two.)

A. Avaya IXTM Workplace Web Client

B. IP Office Web Client

C. Avaya Communicator for Web

D. Avaya one-X Mobile Preferred

Correct Answer: CD

QUESTION 14

Your customer wants to create wallboards.

In addition to the Basic Avaya Call Reporting license, what is required to provide wallboard templates?

A. Realtime

B. Voice Recording Library

C. Custom reports

D. Agent Dashboards

Correct Answer: D

QUESTION 15

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

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