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Avaya Midsize Solution Design Exam

Avaya 37820X

Version Demo

Total Demo Questions: 10

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QUESTION NO: 1

Midsize businesses face common market trends and needs related to different aspects such as workforce or cloud communications.

Which characteristic is an example of a workforce midsize segment trend?

A. Employees want access to tools to be more self-sufficient.

B. Employees are requesting company provided mobile devices.

C. The number of users outside of the office is increasing.

D. More tech savvy workers are working in the midsize segment.

ANSWER: D

QUESTION NO: 2

Refer to the Scenario: H&H 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 H&H 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-.

ANSWER: A B D

QUESTION NO: 3

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The H&H 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.

ANSWER: D

QUESTION NO: 4

Which two routed contact types are supported In Avaya Contact Center Select (ACCS)?

(Choose two.)

A. Predictive Outbound

B. MMS Text Messages

C. Web Chat

D. Scanned Documents

ANSWER: C D

Explanation:

: https://downloads.avaya.com/css/P8/documents/101059091

QUESTION NO: 5

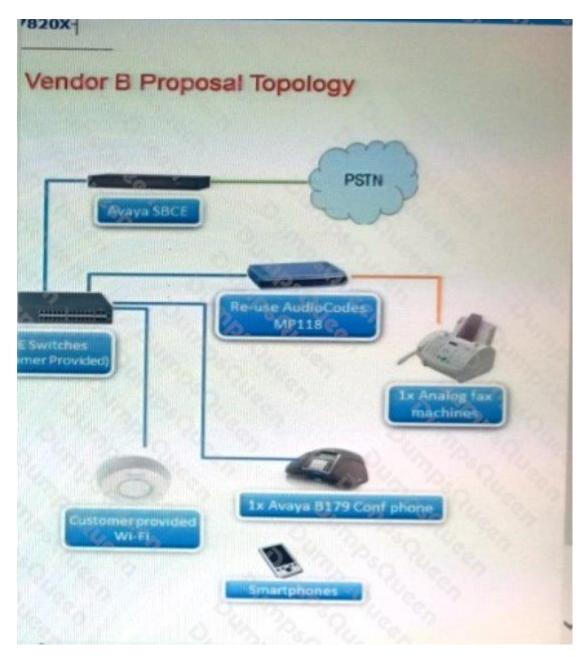Refer to the IT-FAC scenario and exhibits.

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

Vendor B Proposal Topology

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.

ANSWER: A D

QUESTION NO: 6

Refer to the Scenario: IT-FAC.

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You plan to recommend that IT-FAC use the geo-presence feature to keep track of their security and maintenance personnel.

Which application and deployment option will provide this functionality?

A. Avaya Communicator using iOS or Android smartphones

B. one-X® Mobile Preferred using iOS or Android smartphones

C. Scopia Mobile using iOS or Android smartphones

D. one-X® Mobile Preferred using Windows smartphones

ANSWER: B

QUESTION NO: 7

In an IP Office environment, which two can be run on the Vantage device? (Choose two.)

A. Vantage Connect Client

B. Avaya IX™ Workplace Client

C. Avaya Equinox® Attendant

D. IP Office Web Client

ANSWER: B C

QUESTION NO: 8

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Based on the H&H Ticket scenario, which in Border Controller for Enterprise (SBCE) deployment would you recommend to provide secure, resilient SIP communications for

Internal and mobile/remote representatives?

A. A high availability deployment on three Dell servers

B. A high availability deployment on two Dell servers

C. A high availability deployment on two Portwell Cad servers

D. A virtualized high availability Hyper-V deployment

ANSWER: C

QUESTION NO: 9

Which two statements describe the competitive advantages of the Avaya Midsize Solution?

(Choose two.)

A. It focuses on the customer's IT relevant needs.

B. It Is available in more deployment options than other major vendors.

C. It supports a broader range of endpoints types.

D. It delivers a lower total cost of ownership compared to all major vendors.

ANSWER: B D

QUESTION NO: 10

You have completed your design for a customer who needs two analog lines for fax, reusing 50 digital telephones from their old system, 425 IP telephones (200 from their old system and 225 new), and 50 new SIP mobile users.

Based on this configuration of endpoints and users, which ports are required?

A. Two analog ports and 50 digital ports In a IP Office 500 V2 gateway and an IP Office server, 225 customer provided PoE ports In a Layer 2 switch

B. Two analog ports and 50 digital ports in a IP Office 500 V2, 475 customer provided PoE ports In a Layer 2 switch

C. Two analog ports and 50 digital ports In a IP Office 500 V2 gateway and an IP Office server, 425 customer provided PoE ports in a Layer 2 switch

D. Four analog ports and 50 digital ports In a IP Office 500 V2, 425 customer provided PoE ports In a Layer 2 switch

ANSWER: A