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QUESTION 1

You ask a customer contact about their business needs on a sales call, and they say, "It\\'s the nature of our business that our employees are pretty spread out. We need to get everyone working as a team despite that." Which of the following feature sets will your proposal emphasize?

A. Savings

B. Call Handling

C. Mobility

D. Productivity

E. Multi-channel

Correct Answer: E

QUESTION 2

Which of the following features support a claim that Avaya IP Office™ makes it easier to record calls, manage and report upon such recordings? (Choose two.)

A. Cloud Operations Manager

B. Simplified Web Self-Administration

C. Media Manager

D. Avaya Call Reporting

E. WebRTC High Availability

Correct Answer: AC

QUESTION 3

You are proposing Avaya IP Office™ to a regional provider of business telephony as a service. Which of the following features should you highlight, as it could help them monitor 3000 systems?

A. IP Office Media Manager

B. Avaya Call Reporting

C. Simplified Web Self-Administration

D. Cloud Operations Manager

E. Avaya Spaces™

Correct Answer: A

QUESTION 4

Before you can ask any questions, a prospective customer contact says, "Look, my job is to replace an obsolete phone system for the least possible cost." Which of the following feature sets will your proposal emphasize?

A. Call Handling

B. Savings

C. Productivity

D. Mobility

E. Multi-channel

Correct Answer: D

QUESTION 5

Your customer would like to implement web chat and web callback functionality for their agents. Which capability of Avaya Contact Center Select provides these features?

A. Report creation

B. Quality management

C. Supervisor actions

D. Inbound email processing

E. Web communications

Correct Answer: E

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