



46150T^{Q&As}

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QUESTION 1

A customer is looking for 30 endpoints to use in a busy contact center that is tightly integrated with the line of business. Which of these endpoints would you recommend?

- A. K165
- B. J179
- C. J139
- D. K155

Correct Answer: D

QUESTION 2

Cloud Operations Manager (COM) is a new management utility. What does it manage?

- A. Up to 30 Avaya Aura® systems
- B. Up to 30,000 call recordings
- C. Up to 30 Avaya IP Office™ system inventories
- D. Up to 3000 Avaya IP Office™ users
- E. Up to 3000 Avaya IP Office™ systems

Correct Answer: D

QUESTION 3

A customer inquires about deploying Avaya IP Office™ for between 2000-3000 users. What edition would you recommend?

- A. Server Edition
- B. Essential Edition
- C. Basic Edition
- D. Preferred Edition
- E. IP Office™ Select

Correct Answer: B



QUESTION 4

A line of business leader tries giving you the brush-off by sending you back to the IT team, saying, "I'm too busy whipping this contact center into shape to talk technology." Which of the following responses will most likely keep you in the room?

- A. I've already got everything I need from the IT team, I need to hear it from you!
- B. Maybe we can help. What's keeping your agents from meeting their goals?
- C. Doing your due diligence with us will buy you sweat equity with IT.
- D. Avaya has a long history of placing solutions in the contact-center environment.
- E. In a way, aren't we all on the IT team?

Correct Answer: A

QUESTION 5

You have a midsized customer who currently has an IP Office™ solution. They tell you that they are interested in quickly adding contact center functionality, including skills-based routing, call recording, and email or chat capabilities, with agent and supervisor interfaces including real time and historical reporting tools. Which offer would best meet their needs?

- A. Avaya Spaces™
- B. Avaya Contact Center Select
- C. Avaya Mobile Identity
- D. Avaya Mobile Experience

Correct Answer: D

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