



# 46150T<sup>Q&As</sup>

Avaya Solutions for Midsized Customers Online Test (APSS)

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### QUESTION 1

Which of the following features support the claim that single-client implementations of Avaya IP Office™ are easy to manage? (Choose two.)

- A. Cloud Operations Manager
- B. SIP Line Appearance
- C. Simplified Web Self-Administration
- D. IP Office Media Manager
- E. Installation Wizard

Correct Answer: AC

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### QUESTION 2

Avaya Contact Center Select enables agents to handle voice and multiple digital contacts simultaneously, which \_\_\_\_\_.

- A. Decreases customer satisfaction
- B. Lowers total cost of ownership (TCO)
- C. Improves productivity
- D. Speeds time-to-market

Correct Answer: B

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### QUESTION 3

Which of the following are features of IP Office Support Services (IPOSS)? (Choose two.)

- A. IPOSS includes remote diagnostic capabilities.
- B. Avaya IP Office™ cloud deployment subscribers must buy a prepaid IPOSS contract on top of their monthly subscription fees.
- C. IPOSS can be sold under wholesale and co-delivery models.
- D. Default coverage hours for IPOSS are 365x24.
- E. IPOSS includes major software upgrades, updates and patches.



Correct Answer: AC

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#### QUESTION 4

A prospective customer contact says, "Around here, profitability is everything." Which of the following is the best response, in terms of advancing the conversation?

- A. Never fear, Avaya IP Office™ ensures the profitability of your business!
- B. How do you define profitability?
- C. Are you looking for ways to make employees more productive?
- D. We can always find a way to squeeze a little more profit out of a deal.
- E. What's your budget, to make our solution profitable?

Correct Answer: A

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#### QUESTION 5

Which of the following Avaya IP Office™ editions would you position as options for a customer seeking communications for 80 employees, who require access to essential mobility and team-engagement features? (Choose two.)

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

Correct Answer: CD

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