

Avaya.37820X.v2021-09-04.q30

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NEW QUESTION: 1

The Avaya Vantage™ K155 device has a telephony form factor. What does it mean to have a telephony form factor?

- A. It includes traditional dial pad.
- B. It does not have a touch screen.
- C. It does not include a camera.
- D. It must use a corded handset.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 2

Web Traveling.com is using Outlook with an Exchange server. You have proposed that the customer use the Outlook plug-in.

What does this plug-in do for the users at Web Travelling.com?

- A. it adds Outlook access to the one-X Portal desktop.
- B. It adds Avaya IX Workplace Client functionality to the Outlook window.
- C. it adds a subset of one-X Portal functionality to the Outlook window.
- D. It adds Outlook access to the Avaya IX Workplace Client for IP Office.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 3

Which license is only available in a CapEx model?

- A. ASBCE
- B. AWFOS
- C. Digital user
- D. Analog user

Answer: D (LEAVE A REPLY)

NEW QUESTION: 4

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 are requesting company provided mobile devices.
- B. More tech savvy workers are working in the midsize segment.
- C. Employees want access to tools to be more self-sufficient.
- D. The number of users outside of the office is increasing.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 5

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. 400 Telephony users and 235 UC users
- B. 200 Telephony users and 435 UC users
- C. 410 Telephony users and 225 UC users
- D. 210 Telephony users and 425 UC users

Answer: B (LEAVE A REPLY)

NEW QUESTION: 6

With Avaya Equinox Meetings online is the maximum number of participants for a Preferred VMR?

- A. 500 participants
- B. 25 participants
- C. 100 participants
- D. 50 participants

Answer: D (LEAVE A REPLY)

NEW QUESTION: 7

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. IP Office Web Client
- B. Avaya Communicator for Web
- C. Avaya one-X Mobile Preferred
- D. Avaya IX Workplace Web Client

Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 8

You have just completed a series of discovery conversations with a customer.

To summarize the results of your conversations, what would you create to show each of the customer contacts you met with?

- A. A design diagram for each person
- B. An architectural diagram for each person
- C. A single design diagram
- D. A single architectural diagram

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 9

To support cradle-to-grave reports for any call, what is the minimum IP Office configuration?

- A. Preferred Edition with VMPro and an IP Office CTI license
- B. Essential Edition with an external PC to run Avaya Call Reporting and an IP Office CTI license
- C. Essential Edition with an external PC to run Avaya Call Reporting
- D. Preferred Edition with VMPro

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 10

Refer to the Scenario: H&H Tick.

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.

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 virtualized high availability Hyper-V deployment
- C. A high availability deployment on two Portwell Cad servers
- D. A high availability deployment on two Dell servers

Answer: (SHOW ANSWER)

NEW QUESTION: 11

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

With their new IP Office, you decide to propose twinning to the mobile users. To twin external calls from the IP Office to these mobile users, on-premise or off-premise, requires two trunks; incoming and outgoing. To support 10 simultaneous calls requires 20 trunks. In addition to the number of trunks required to extend calls, what other design issue must be considered?

- A. The incoming and outgoing trunk can be analog or digital.
- B. The incoming and outgoing trunk must be digital.
- C. The incoming trunk must be digital and the outgoing can be analog or digital.
- D. The Incoming trunk can be analog or digital and the outgoing trunk must be digital.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 12

Your customer would like to use Deskphone mode, also called Shared Control, and they want to know if they need to replace any of their deskphones.

Which phone does not support Shared Call Control?

- A. 1100 Series

- B. 1200 Series
- C. DECT R4
- D. J129

Answer: A (LEAVE A REPLY)

NEW QUESTION: 13

A company's IT staff often works from remote locations.

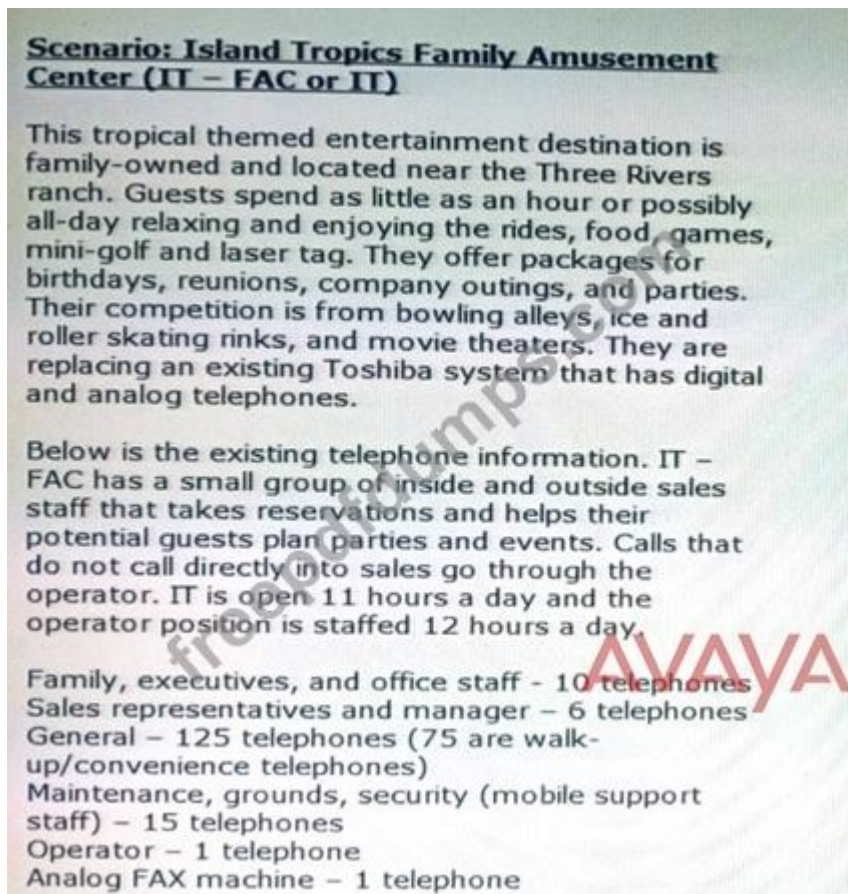
What is required for them to manage the Avaya IP Office Platform remotely?

- A. The Avaya Secure Access Link (SAL)
- B. VPN access and the System Status tool
- C. VPN access to the corporate network and a web browser
- D. VPN access to the corporate network and an IP Office System Monitor

Answer: D (LEAVE A REPLY)

NEW QUESTION: 14

Refer to the Scenario: IT-FAC.



To keep the WIFI separate from the mobility offer, you have decided to address the mobility functionality by providing ten 3700 series Digital Enhanced Cordless Telecommunications (DECT) telephones for the staff working around the amusement center and one-X Mobile Preferred for the six executives.

Based on the above information, what is the impact of using DECT telephones and one-X Mobile Preferred on the user licensing?

- A. 16 additional Mobile user licenses
- B. 16 additional Office user licenses
- C. Six additional Power user licenses
- D. No additional user licenses

Answer: B (LEAVE A REPLY)

NEW QUESTION: 15

Your customer wants WIFI connectivity.

What Is the least costly Avaya DC- IP Phone model that supports WIFI connectivity?

- A. J129
- B. J179
- C. J169
- D. J139

Answer: (SHOW ANSWER)

NEW QUESTION: 16

A Customer wants to clarify the maximum number of logged-in Agents in his virtualized ACCS with an How many agents can be logged-in to the Agent Desktop at the same time In a High-End solution?

- A. 250
- B. 450
- C. 150
- D. 350

Answer: C (LEAVE A REPLY)

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Answer: (SHOW ANSWER)

NEW QUESTION: 18

One of the security enhancements in the Powered By IP Office offer is SIP Registrar Hardening that enables Better control to allow SIP clients to register using a whitelist and blacklist.

To which platform is this functionality relevant?

- A. Linux servers
- B. SCN IP500 V2
- C. CentOS servers
- D. Expansion IP500 V2

Answer: A (LEAVE A REPLY)

NEW QUESTION: 19

What is the Vantage Voice Assistant?

- A. A Vantage application from the Google Play store
- B. A Vantage application for the K155
- C. An optional licensed feature for any Vantage device
- D. A Vantage application from the Apple app store

Answer: (SHOW ANSWER)

NEW QUESTION: 20

Your customer wants an Avaya video conferencing solution that can integrate with IP Office. The requirement is to be able to conduct a single video conferencing with up to five additional participants to join remotely using smartphones or desktop PCs. They have two small board rooms they want to be able to join the video conference.

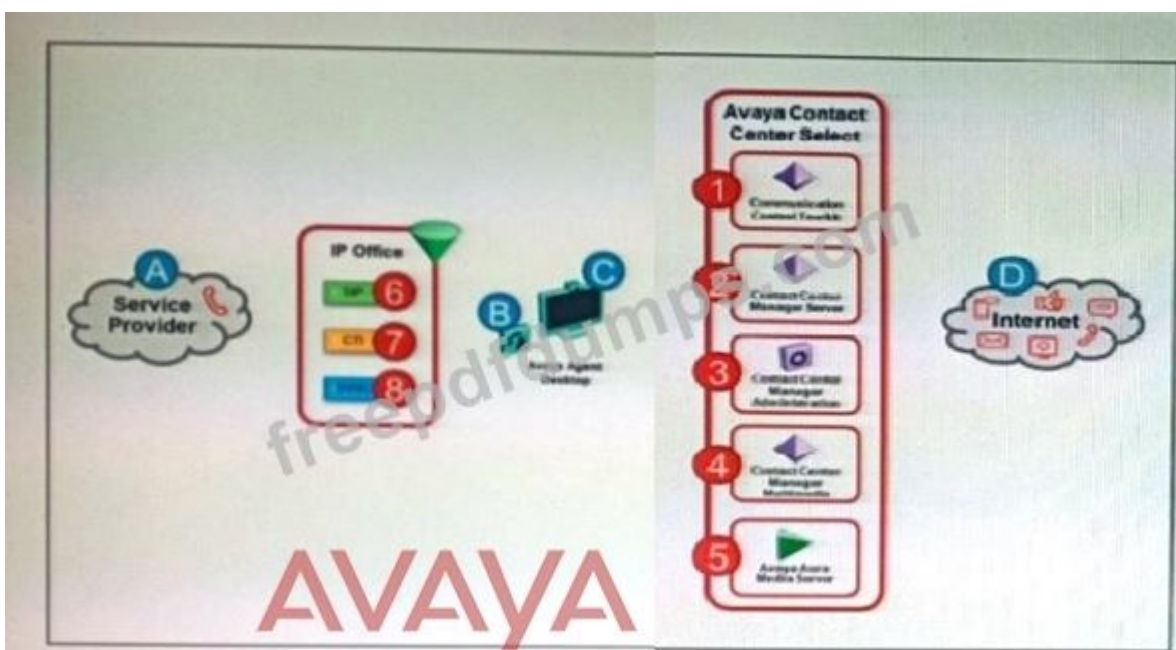
What would be the least costly solution that will meet their requirements?

- A. One SMB9 License for each board room and one IX Collaboration Unit CU360 In each board room
- B. One MCU9 License for each board room and one XT5000 endpoint In each board room
- C. A Video Collaboration Solution for IP Office XT endpoint with embedded server
- D. A Video Collaboration Solution for IP Office XT endpoint with embedded server and one IX Collaboration Unit CU360

Answer: C (LEAVE A REPLY)

NEW QUESTION: 21

Refer to the exhibit.



How does the Avaya Contact Center Select (ACCS) route contacts based on business logic to supported endpoints?

- A. Through IP Office, controlled by CCMS and anchored In the Media Server: A-6-2-5
- B. To IP Office and anchored In IP Office: A-6
- C. Through IP Office, controlled by CCT and anchored In IP Office: A-6-1-7
- D. Through IP Office, controlled by CCMS and routed to the phoneset directly: A-6-2-B

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 22

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 Improve and extend the mobile infrastructure.
- B. They can shift to cloud storage for data and Information.
- C. They will gain greater flexibility.
- D. They decrease solution complexity by reducing features.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 23

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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. The number of conferences per month
- B. No additional Information Is needed
- C. Whether they need web collaboration
- D. Whether they will need recording
- E. The number of participant-

Answer: A,B,D (**LEAVE A REPLY**)

NEW QUESTION: 24

A customer has an existing Business Communications Manager (BCM) with Avaya 1220 and 1230 IP Deskphones. The Account Manager wants to reuse the sets and minimize the cost of the quote.

Which statement about reusing existing sets from a BCM on an IP Office is true?

- A. The existing sets will operate the same on the IP Office.
- B. The features supported on BCM are the same as the IP Office.
- C. There will be some operational or feature differences.
- D. IP Office supports all BCM sets.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 25

With the Avaya IX™ Workplace Client, what is required to provide point-to-point audio and video calls?

- A. One user with Office Worker licence, one user with Power User licence
- B. Two users with Power User licences
- C. Two users with Avaya Equinox Meetings Online virtual meeting rooms
- D. Two users with Avaya Equinox Conferencing host licences

Answer: (SHOW ANSWER)

NEW QUESTION: 26

Which statement is true about the various levels and the file sharing capabilities of Avaya Spaces users?

- A. Only Owner/Admin level users can share files.
- B. File sharing is not a capability within Avaya Spaces.
- C. All levels of users can share files.
- D. Only Member level users and above can share files.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 27

You are speaking with a customer who has a large multi-site enterprise, and limited IT staff to support a new communications system. They like the idea of housing the primary call control in a reliable data center, but do not have such an environment. In their business today. Local survivability is critical as reliable communications is a core function of their business.

Based on these factors, which IP Office deployment model would meet the customer requirements?

- A. Public Cloud
- B. On-Premise
- C. Private Cloud
- D. Hybrid Cloud

Answer: C (LEAVE A REPLY)

NEW QUESTION: 28

Refer to the Scenario: IT-FAC.

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You are proposing that the customer migrate to SIP trunks and install an Session Border Controller for Enterprise (SBCE). Another Sales Engineer asks you why terminating SIP trunks directly on the IP Office and using the built-in firewall is not a best practice.

What is the reason for using the SBCE to terminate SIP trunks?

- A. It provides NAT Traversal not available with direct termination.
- B. It stops attacks and hacks before entering the private network.
- C. It provides VPNless remote worker functionality for 1600 endpoints.
- D. It allows registration and authentication to be done in the core of the network.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 29

Powered by Avaya R3.x supports several different Hypervisors.

What Is the only Hypervisor to support all of the Powered By R3.x applications?

- A. Amazon AWS AMI
- B. KVM
- C. Microsoft Hyper-V
- D. VMware ESXi

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 30

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. Voicemail Pro
- B. 1600 series telephone sets
- C. Avaya Session Border Controller for Enterprise

D. Avaya one-X Mobile

Answer: ([SHOW ANSWER](#))

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