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**QUESTION 1**

The Director of IT indicates to your business partner that they are accepting bids on a telephony system for 100 employees, and the lowest-cost proposal will win the contract. Which next step do you encourage the partner to take?

- A. Propose a solution based on Avaya IP Office™ Essential Edition.
- B. Reach out to line-of-business leaders to learn their needs.
- C. Propose a solution based on Avaya IP Office™ Basic Edition.
- D. When proposing a solution, emphasize ROI (return on investment).
- E. Propose a solution based on Avaya IP Office™ Preferred Edition.

Correct Answer: C

QUESTION 2

A prospective customer contact says, "Sorry we had to reschedule. One of the databases our agents use went down yesterday, and downtime equals lost revenue, right!" Which of the following attributes will be the focus of your proposal?

- A. Simple
- B. Resilient
- C. Scalable
- D. Modular
- E. Secure

Correct Answer: A

QUESTION 3

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

QUESTION 4

Contact Recorder is discontinued in Avaya IP Office™ R11. What software replaces it as the native recording software in Avaya IP Office R11, to which existing Contact Recorder users will be migrated as part of their R11 upgrade?

- A. Windows Voice Recorder
- B. IP Office Media Manager
- C. Avaya CallCopy Suite
- D. Platinum Voice Recorder
- E. Avaya Call Recording

Correct Answer: CD

QUESTION 5

What features does Avaya Call Reporting provide, which Media Manager does not? (Choose three.)

- A. Basic call recording
- B. Real-time agent wallboards and dashboards
- C. Customizable reporting
- D. Integrated video capture for agents and callers
- E. Complete and searchable call data

Correct Answer: AD

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