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**QUESTION 1**

Which of the following Avaya IP Office™ editions would you position as options for a customer seeking communications for a single site with approximately 60 employees, who require access to advanced features?

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

Correct Answer: E

QUESTION 2

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 3

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 4

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

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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