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QUESTION 1

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 2

Which of the following capabilities is NOT available as part of the Avaya Contact Center Select offer?

A. Report creation

B. Live monitoring

C. Web communications

D. Inbound email processing

E. Supervisor actions

Correct Answer: A

QUESTION 3

What is the most relevant reason that IP Office Support Services (IPOSS) should be proposed as an element of an Avaya IP Office™ solution?

A. IPOSS remote diagnostics use Avaya SAL or SSL/VPN secure connections.

B. IPOSS is required with every IP Office solution.

C. IPOSS can be sold under wholesale and co-delivery models.

D. IPOSS includes 24x7 support.

E. IPOSS is sold only through authorized Avaya partners.

Correct Answer: D

QUESTION 4

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 5

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

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