



46150T^{Q&As}

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**QUESTION 1**

A customer seeks a communications system for up to 150 sites, with access to advanced mobility and customer-engagement features, packaged as an easy-to-deploy appliance. Which Avaya IP Office™ edition best fits this need?

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

Correct Answer: D

QUESTION 2

A potential customer in the Hospitality market is looking for a communication solution sized for hotel branches, with high-quality endpoints that will allow them to customize functionality and add their own branding. Which of the following products will satisfy that need? (Choose two.)

- A. Avaya J-169 desk phones
- B. Avaya Vantage K165 endpoints
- C. Avaya Aura®
- D. Avaya IP Office™
- E. Avaya DECT-6 wireless endpoints

Correct Answer: AD

QUESTION 3

You have a midsized customer considering the Avaya Contact Center Select offer. You tell him that the offer is tailored to provide rapid deployment targets. First call / first email typically takes _____ .

- A. Less than 1 hour
- B. Less than 4 hour
- C. 1 day
- D. 1 week



Correct Answer: A

QUESTION 4

A prospective customer contact says, "The primary concern in my business right now is return on investment." Which of the following is the best response, in terms of advancing the conversation and pursuing the vendor and partner's interests?

- A. Tell me more about your business.
- B. Would you be interested in an Avaya IP Office™ system?
- C. Avaya IP Office™ always delivers the highest ROI!
- D. How do you measure productivity?
- E. We can reduce the price to meet your target number.

Correct Answer: C

QUESTION 5

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

QUESTION 6

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 7

You are proposing Avaya IP Office™ to a regional provider of business telephony as a service. Which of the following features should you highlight, as it could help them monitor 3000 systems?

A. IP Office Media Manager

B. Avaya Call Reporting

C. Simplified Web Self-Administration

D. Cloud Operations Manager

E. Avaya Spaces™

Correct Answer: A

QUESTION 8

Which of the following is a key benefit of the SIP Line Appearance feature?

A. Adds support for WebRTC gateway resiliency

B. Facilitates user migration from legacy key telephone systems

C. Adds auto-configuration capability to save system administrators time and money

D. Reduces time to answer incoming calls to the customer's contact center

E. Provides streamlined user access to messaging, conferencing and collaboration features

Correct Answer: C

QUESTION 9

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

QUESTION 10

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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