

Avaya.46150T.v2023-06-30.q18

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NEW QUESTION: 1

What is the currently correct brand name for the Avaya audio/video/web conferencing software that works with Avaya IP Office TM ?

- A. Avaya Personal Edition
- B. Avaya IX TM Meetings
- C. Avaya IX TM Spaces
- D. Avaya IX TM Workplace
- E. Avaya Equinox TM

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

NEW QUESTION: 2

A line of business leader tries giving you the brush-off by sending you back to the IT team, saying, "I'm too busy whipping this contact center into shape to talk technology."

Which of the following responses will most likely keep you in the room?

- A. In a way, aren't we all on the IT team?
- B. Avaya has a long history of placing solutions in the contact-center environment.
- C. I've already got everything I need from the IT team, I need to hear it from you!
- D. Doing your due diligence with us will buy you sweat equity with IT.
- E. Maybe we can help. What's keeping your agents from meeting their goals?

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 3

A customer seeks communications for 150 employees, with access to advanced mobility and customer-engagement features, packaged as an easy-to-deploy appliance.

Which Avaya IP Office TM edition best fits this need?

- A. Preferred Edition
- B. Select Edition

- C. Server Edition
- D. Essential Edition
- E. Basic Edition

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

Which of the following customer concerns would be most closely associated with the perspective of a CEO or business owner? (Select two.)

- A. Add secure mobility features
- B. Increase profitability
- C. Improve the customer experience
- D. Meet the UC needs of road warrior employees
- E. Grow my business

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

NEW QUESTION: 5

A potential customer in the Logistics market is looking for a communication solution sized for distribution centers, with endpoints suitable for use at shared workstations in a warehouse.

Which of the following products will satisfy that need? (Select two.)

- A. Avaya Aura
- B. Avaya IX Conference Phones
- C. Avaya IP Office TM
- D. Avaya J139 desk phones
- E. Avaya Web RTC soft clients

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

NEW QUESTION: 6

A prospective customer contact says, "Our business is very complex, Our agents work in six major databases on every call."

Which of the following attributes will help your proposals how that Avaya IP Office TM is easy to integrate?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 7

Your customer tells you that they have been having issues related to agent productivity and compliance, but that their current system doesn't provide away to track or measure performance.

Which feature of Avaya IX TM Workforce Engagement Select would enables them to create customizable, role-based scorecards and dashboards to measure the performance of all agents, queues, teams, groups, sites and lines of business supported by the contact center?

- A. Live Monitor
- B. Quality Management
- C. Contact Recording
- D. Coach and Learn
- E. Analyze module

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

NEW QUESTION: 8

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. Multi-channel
- C. Savings
- D. Productivity
- E. Mobility

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

NEW QUESTION: 9

Which of the following customer concerns are related to customer experience? (Select two.)

- A. Driving efficiencies
- B. Contextual experiences
- C. Simplifying management
- D. Bring Your Own Device (BYOD)
- E. Customer Satisfaction

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

NEW QUESTION: 10

Cloud Operations Manager (COM) is a new management utility.

What does it manage?

- A. Up to 3000 Avaya IP Office TM users
- B. Up to 30,000 call recordings
- C. Up to 30 Avaya Aura® systems

- D. Up to 3000 Avaya IP Office TM systems
- E. Up to 30 Avaya IP Office TM system inventories

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

NEW QUESTION: 11

Customers implementing Avaya Contact Center Select can choose _____ or _____ as their agent interface.

- A. Avaya IX TM Meetings
- B. Avaya IX TM Workspaces browser
- C. Avaya IX TM Workplace
- D. Agent Desktop

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 12

You are discussing Avaya IX™ Workforce Engagement Select with the decisionmaker at a prospective customer.

The customer mentions that they are primarily interested in recording incoming and outgoing calls.

Which package would be most applicable to their needs?

- A. Quality Management Edition
- B. Workforce Management
- C. Standard Edition
- D. Desktop Trigger

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

NEW QUESTION: 13

Which of the following are features of IP Office Support Services (IPOSS)? (Select two.)

- A. Default coverage hours for IPOSS are 365x 24.
- B. Avaya IP Office™ cloud deployment subscribers must buy a prepaid IPOSS contract on top of their monthly subscription fees.
- C. IPOSS includes major software upgrades, updates and patches.
- D. IPOSS includes remote diagnostic capabilities.
- E. IPOSS can be sold under wholesale and co-delivery models.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 14

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- C. IPOSS includes major software upgrades, updates and patches.

- D. IPOS Scan be sold under wholesale and co-delivery models.
- E. IPOSS includes remote diagnostic capabilities.

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 15

Your customer describes a recent situation in which they were not able to accurately forecast demand and were short-staffed as a result.

Which feature of Avaya IX TM Workforce Engagement Select would help this customer mor effectively manage staff?

- A. Coach and Learn
- B. Analyze module
- C. Live Monitor
- D. Desktop Trigger
- E. Workforce Management

Answer: C (LEAVE A REPLY)

NEW QUESTION: 16

A customer seeks communications for 150 employees, with access to advanced mobility and customer-engagement features, packaged as an easy-to-deploy appliance.

Which Avaya IP Office TM edition best fits this need?

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- B. Basic Edition
- C. Select Edition
- D. Essential Edition
- E. Server Edition

Answer: E (LEAVE A REPLY)

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NEW QUESTION: 17

You are proposing Avaya IP Office TM to a regional provider of business telephony as a service.

Which of the following features should you highlight?

- A. Avaya IX TM Spaces

- B. Cloud Operations Manager
- C. Avaya Call Reporting
- D. IP Office Media Manager
- E. Simplified Web Self-Administration

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

NEW QUESTION: 18

You are reaching out to a prospective customer to discuss Avaya IX TM Workforce Engagement Select.

Who should you reach out to as the primary decisionmakers? (Select two.)

- A. Contact Center agents
- B. Contact Center directors and managers
- C. Quality assurance managers and supervisors
- D. Director of IT

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

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