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Q&A

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Exam : 37820X

Title : Avaya Midsize Solution Design Exam

Version : DEMO

1.Your customer has standardized on Chrome as their browser, and they want to use WebRTC to access their IP Office'".
Which two soft clients would you recommend? (Choose two.)
A. Avaya IX™ Workplace Web Client
B. IP Office Web Client
C. Avaya Communicator for Web
D. Avaya one-X® Mobile Preferred
Answer: C,D

2.You are speaking with a customer who has a large multi-site enterprise, and limited IT staff to support a new communications system. They like the idea of housing the primary call control in a reliable data center, but do not have such an environment. In their business today. Local survivability is critical as reliable communications is a core function of their business.
Based on these factors, which IP Office™ deployment model would meet the customer requirements?
A. Private Cloud
B. Public Cloud
C. Hybrid Cloud
D. On-Premise
Answer: A

3.What is one of the features of the Avaya Vantage™ K165 that makes it different than the Avaya Vantage K175?
A. It has visible mechanical buttons.
B. It has a smaller touch screen.
C. It does not Include a camera.
D. It is not an all glass device.
Answer: C

4.With the Basic level of account In Avaya Spaces, which statement about what users can do is true?
A. They can have direct online video calling but no video conferences.
B. They can host online video conferences with a maximum of 5 participants.
C. They can host online video conferences with a maximum of 15 participants.
D. They can host online voice conferences with a maximum of 15 participants.
Answer: C

5.Refer to the Scenario: H&H Ticket.

Scenario: H&H Ticket

H&H Ticket is a ticket booking company that wants to replace their aging DEFINITY® system. H&H books tickets for customers for air travel, train travel, as well as, movie and theater tickets.

They are looking for an enhanced contact center solution that accepts multiple channels of communication; including voice and email. Their representatives take bookings in the office and remotely. The representatives need to consult other H&H Ticket associates frequently.

There are six contact center locations; A, B, C, D, E, and F, where they support a follow-the-sun operation. At any one time 3 locations are online. There is a main location with 120 agents, a location who is ending their day and finishing up calls with 40 agents and a location that is starting their day and taking overflow calls with 60 active agents.

They need to have secure, resilient communications since their business is booking tickets which requires payment and must be PCI DSS (payment card industry data security standard) compliance. H&H would like to reuse their present infrastructure which includes: Nutanix, Active Directory and a Wi-Fi network. They are using Microsoft Exchange and Salesforce.com and would be interested in any integration.

The main location has 120 agents, of which 10% are remote/mobile, 5 supervisors, 3 managers, 6 office staff, 4 IT or 138 total users.

Each of the five remote locations has 120 agents, of which 10% are remote/mobile, 5 supervisors, 1 manager, 3 office staff or 129 total users.

For SIP trunking use a ratio of 3 users per session since the users are primarily contact center agents.

H&H Ticket has a single administrator for all their locations. They heard about the User self-administration portal and want to know more about It to determine If this might reduce the number of administration requests they receive.

In addition to the voicemail and profile management, which two additional Items would you tell the customer that users can program themselves? (Choose two.)

A. Button programming

B. Modify their personal directory.

C. Create personal short codes.

D. Correct their personal entry in the system directory.

Answer: A,D