

# 46150T<sup>Q&As</sup>

Avaya Solutions for Midsized Customers Online Test (APSS)

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### QUESTION 1

Which of the following is the best description of the SIP Line Appearance feature?

- A. Causes trunk line calls to be re-routed over SIP lines for a net reduction of maintenance costs
- B. Allows deskphones to present SIP calls the same as trunk line calls
- C. Permits instant two-way conferencing on SIP video endpoints
- D. Permits Avaya IP Office™ to carry traffic from SIP@home devices like thermostats and smart locks

Correct Answer: C

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### QUESTION 2

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

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### QUESTION 3

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

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#### QUESTION 4

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

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#### QUESTION 5

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

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#### QUESTION 6

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

- A. IPOSS includes remote diagnostic capabilities.
- B. Avaya IP Office™ cloud deployment subscribers must buy a prepaid IPOSS contract on top of their monthly subscription fees.
- C. IPOSS can be sold under wholesale and co-delivery models.
- D. Default coverage hours for IPOSS are 365x24.

E. IPOSS includes major software upgrades, updates and patches.

Correct Answer: AC

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#### QUESTION 7

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

Correct Answer: A

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#### QUESTION 8

A prospective customer contact says, "We're in growth mode. Our only priority is things that help us bring service to new markets." Which of the following attributes will be the focus of your proposal?

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

Correct Answer: D

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#### QUESTION 9

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

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#### **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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