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Vendor:Avaya

Exam Code:46150T

Exam Name:Avaya Solutions for Midsized Customers
Online Test (APSS)

Version:Demo

QUESTION 1

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 2

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

QUESTION 3

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 4

Which of the following Avaya IP Office™ editions would you position as options for a customer seeking basic communications only for 35 employees? (Choose two.)

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

Correct Answer: AE

QUESTION 5

Your customer would like to implement web chat and web callback functionality for their agents. Which capability of Avaya Contact Center Select provides these features?

- A. Report creation
- B. Quality management
- C. Supervisor actions
- D. Inbound email processing
- E. Web communications

Correct Answer: E

QUESTION 6

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 7

Which of the following features support the claim that single-client implementations of Avaya IP Office™ are easy to manage? (Choose two.)

A. Cloud Operations Manager

B. SIP Line Appearance

C. Simplified Web Self-Administration

D. IP Office Media Manager

E. Installation Wizard

Correct Answer: AC

QUESTION 8

Which of the following features support a claim that Avaya IP Office™ makes it easier to record calls, manage and report upon such recordings? (Choose two.)

A. Cloud Operations Manager

B. Simplified Web Self-Administration

C. Media Manager

D. Avaya Call Reporting

E. WebRTC High Availability

Correct Answer: AC

QUESTION 9

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

QUESTION 10

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

QUESTION 11

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 12

Which of these is the best description of the Avaya IP Office™ platform?

- A. A total unified communications solution geared toward the large enterprise market
- B. A video conferencing and collaboration service for individual users
- C. An industry-standard API that brings unified communications to most popular web browsers
- D. A simple yet powerful unified communications platform for the small-to-midsized market
- E. An integrated messaging solution delivered via the cloud

Correct Answer: A