



37820X^{Q&As}

37820X - Avaya Midsize Solution Design

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QUESTION 1

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.

Correct Answer: C

QUESTION 2

One of the features of IP Office Server Edition and IP Office Select is Lightweight Directory Access Protocol (LDAP) user synchronization. To support on-going administration, this feature can be used to In addition to Name, Full Name, and extension, what other field can be synchronized?

- A. Email address
- B. Address
- C. Job function
- D. Organization or group

Correct Answer: A

QUESTION 3

Refer to the IT-FAC scenario and exhibits.

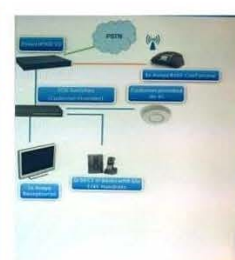


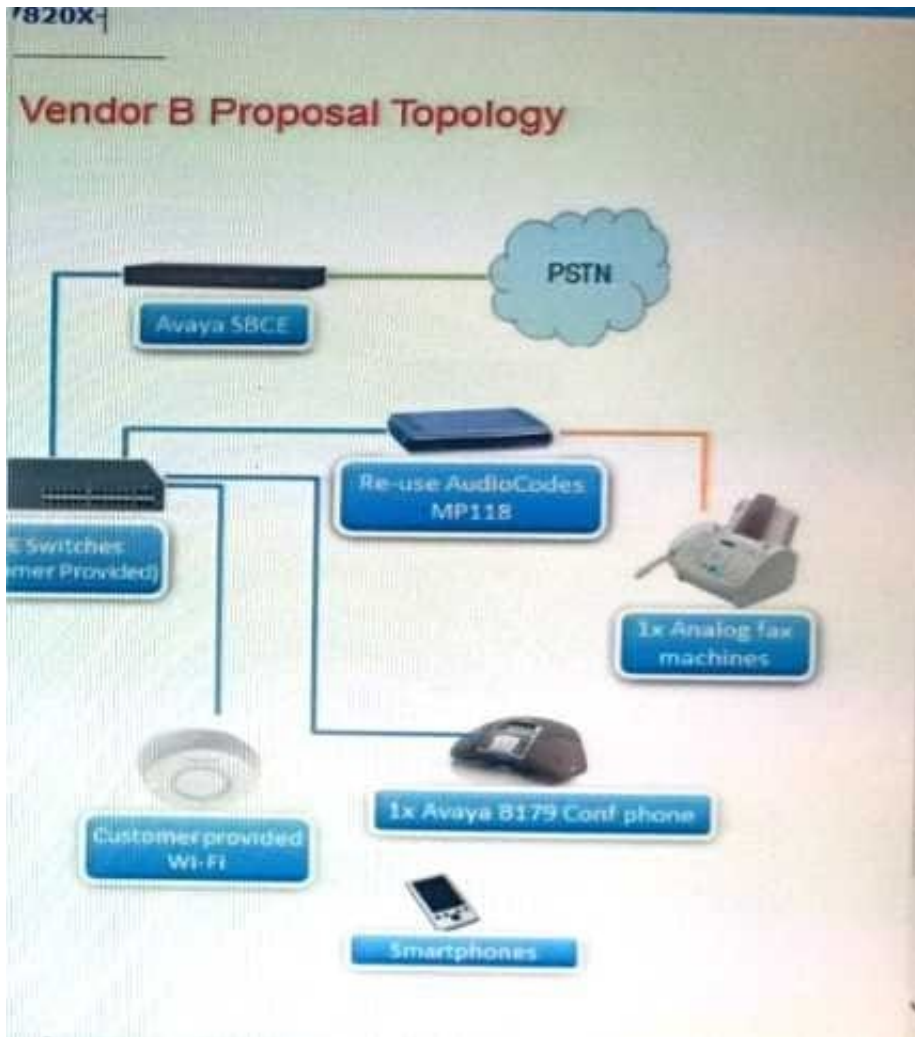
Scenario: Island Tropics Family Amusement Center (IT – FAC or IT)

This tropical themed entertainment destination is family-owned and located near the Three Rivers ranch. Guests spend as little as an hour or possibly all-day relaxing and enjoying the rides, food, games, mini-golf and laser tag. They offer packages for birthdays, reunions, company outings, and parties. Their competition is from bowling alleys, ice and roller skating rinks, and movie theaters. They are replacing an existing Toshiba system that has digital and analog telephones.

Below is the existing telephone information. IT – FAC has a small group of inside and outside sales staff that takes reservations and helps their potential guests plan parties and events. Calls that do not call directly into sales go through the operator. IT is open 11 hours a day and the operator position is staffed 12 hours a day.

- Family, executives, and office staff - 10 telephones
- Sales representatives and manager – 6 telephones
- General – 125 telephones (75 are walk-up/convenience telephones)
- Maintenance, grounds, security (mobile support staff) – 15 telephones
- Operator – 1 telephone
- Analog FAX machine – 1 telephone





The customer, Island Tropics Family Amusement Center has received solution designs from two different vendors, Vendor A and Vendor B. As the manufacturer's representative, the customer wants you to explain the merits and limitations of each solution. For the Mobile Users' portion of the solution, Vendor A has proposed using a DECT solution instead of using smartphones. What are two characteristics of this mobility solution? (Choose two.)

- A. It utilizes the WiFi network of APs.
- B. It supports off-premise connectivity.
- C. It operates on a separate DECT network.
- D. It uses a line of ruggedized endpoints.

Correct Answer: AD

QUESTION 4

Refer to the Scenario: HandH Tick.



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.

Based on the HandH Ticket scenario, which in Border Controller for Enterprise (SBCE) deployment would you recommend to provide secure, resilient SIP communications for Internal and mobile/remote representatives?

- A. A high availability deployment on three Dell servers
- B. A high availability deployment on two Dell servers

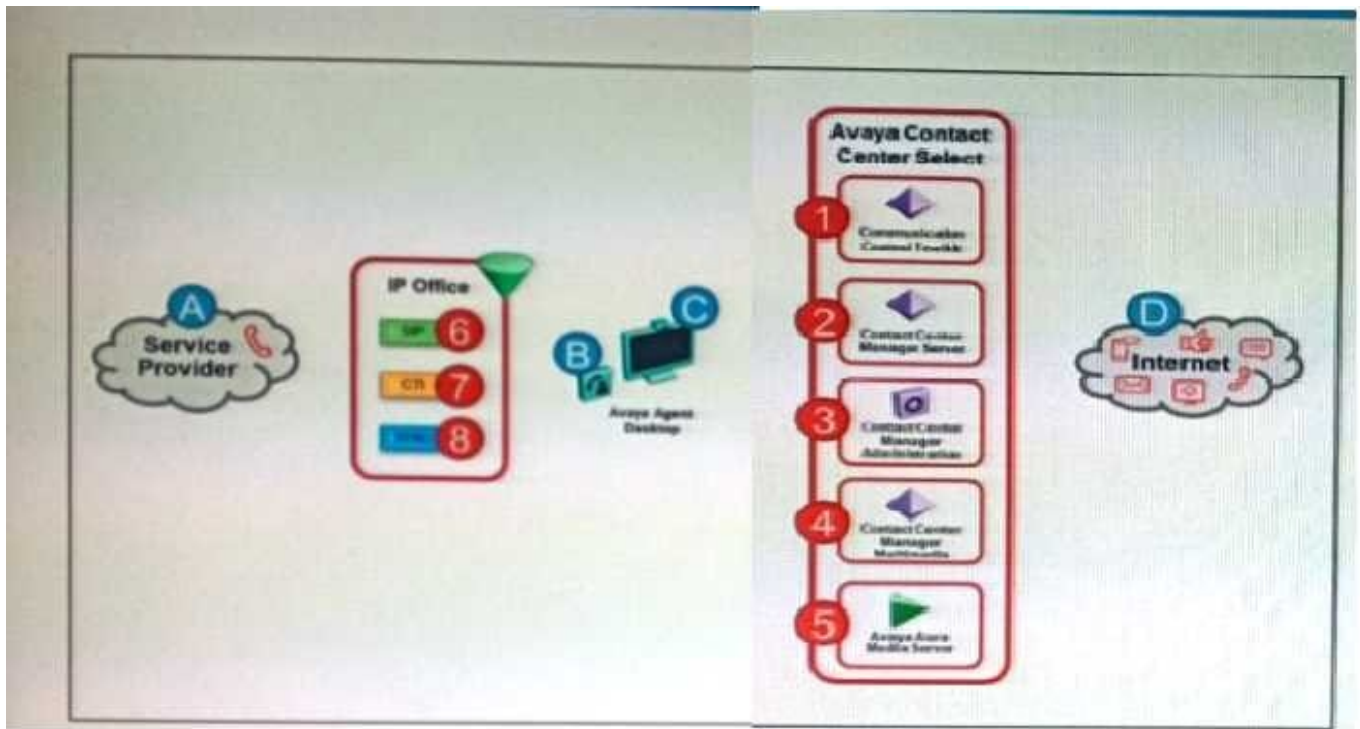


- C. A high availability deployment on two Portwell Cad servers
- D. A virtualized high availability Hyper-V deployment

Correct Answer: C

QUESTION 5

Refer to the exhibit.



How does the Avaya Contact Center Select (ACCS) route contacts based on business logic to supported endpoints?

- A. To IP Office and anchored In IP Office: A-6
- B. Through IP Office, controlled by CCMS and routed to the phoneset directly: A-6-2-B
- C. Through IP Office, controlled by CCMS and anchored In the Media Server: A-6-2-5
- D. Through IP Office, controlled by CCT and anchored In IP Office: A-6-1-7

Correct Answer: D

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