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QUESTION 1

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

QUESTION 2

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 3

Which of the following Avaya IP Office™ editions would you position as options for a customer seeking communications for 450 employees who require access to advanced features and resiliency? (Choose two.)

A. Preferred Edition

B. Basic Edition

C. IP Office™ Select

D. Essential Edition

E. Server Edition

Correct Answer: AD

QUESTION 4

Cloud Operations Manager (COM) is a new management utility. What does it manage?

A. Up to 30 Avaya Aura® systems

B. Up to 30,000 call recordings

C. Up to 30 Avaya IP Office™ system inventories

D. Up to 3000 Avaya IP Office™ users

E. Up to 3000 Avaya IP Office™ systems

Correct Answer: D

QUESTION 5

You are proposing Avaya IP Office™ to a regional provider of business telephony as a service. Which of the following features should you highlight, as it could help them monitor 3000 systems?

A. IP Office Media Manager

B. Avaya Call Reporting

C. Simplified Web Self-Administration

D. Cloud Operations Manager

E. Avaya Spaces™

Correct Answer: A

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