



# 37820X<sup>Q&As</sup>

37820X - Avaya Midsize Solution Design

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### QUESTION 1

Web Traveling.com is using Outlook with an Exchange server. You have proposed that the customer use the Outlook plug-In.

What does this plug-In do for the users at Web Travelling.com?

- A. It adds Avaya IX Workplace Client functionality to the Outlook window.
- B. It adds Outlook access to the Avaya IX Workplace Client for IP Office.
- C. it adds Outlook access to the one-X Portal desktop.
- D. it adds a subset of one-X Portal functionality to the Outlook window.

Correct Answer: C

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### QUESTION 2

Refer to the Scenario: HandH 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.

You are designing a solution for HandH Ticket. The customer has been using a hosted conferencing solution with a maximum of 100 moderators. They need to know answers to multiple questions to estimate costs or setup the host/moderator. In the system. You have told them that the Avaya model is simpler. Which three facts do you need to know to help determine a cost estimate for a comparable premise- based solution? (Choose three.)

A. No additional Information Is needed



- B. The number of conferences per month
- C. Whether they need web collaboration
- D. Whether they will need recording
- E. The number of participant-.

Correct Answer: ABD

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### QUESTION 3

You have completed your design for a customer who needs two analog lines for fax, reusing 50 digital telephones from their old system, 425 IP telephones (200 from their old system and 225 new), and 50 new SIP mobile users.

Based on this configuration of endpoints and users, which ports are required?

- A. Two analog ports and 50 digital ports In a IP Office 500 V2 gateway and an IP Office server, 225 customer provided PoE ports In a Layer 2 switch
- B. Two analog ports and 50 digital ports in a IP Office 500 V2, 475 customer provided PoE ports In a Layer 2 switch
- C. Two analog ports and 50 digital ports In a IP Office 500 V2 gateway and an IP Office server, 425 customer provided PoE ports in a Layer 2 switch
- D. Four analog ports and 50 digital ports In a IP Office 500 V2, 425 customer provided PoE ports In a Layer 2 switch

Correct Answer: A

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### QUESTION 4

Refer to the Scenario: IT-FAC.



### **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

For this customer, you have decided to install High Availability (HA for the Session Border Controller for Enterprise SBCE) with 15 SIP trunks.

In addition to the hardware, which licensing is required for this solution?

- A. 30 Standard licenses; since you need to duplicate the Standard licenses for HA
- B. 15 Standard licenses; since HA is included with the Standard license
- C. 15 Standard licenses and 15 Standard HA licenses
- D. 15 Standard licenses and 15 Advanced licenses; since HA requires Advanced licenses

Correct Answer: B

#### QUESTION 5



In Avaya Contact Center Select, from where is social media data loaded Into the agent desktop?

- A. The Contact Center Manager Server database
- B. The Contact Center Manager Administration database
- C. The Communication Control Toolkit database
- D. The Contact Center Multimedia database

Correct Answer: D

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#### QUESTION 6

In an IP Office environment, which one can be run on the Vantage device?

- A. Vantage Connect Client
- B. Avaya IXTM Workplace Client
- C. Avaya Equinox Attendant
- D. IP Office Web Client

Correct Answer: B

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#### QUESTION 7

Powered by Avaya R3.x supports several different Hypervisors. What Is the only Hypervisor to support all of the Powered By R3.x applications?

- A. Amazon AWS AMI
- B. Microsoft Hyper-V
- C. VMware ESXi
- D. KVM

Correct Answer: D

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#### QUESTION 8

For your customer, you have decided to configure an IP Office™ Server Edition. Using Just the primary server, which types of internal collaboration are available for the power users?

- A. Audio collaboration plus point-to-point video calls and web collaboration that requires web collaboration licenses and video licenses



- B. Audio collaboration plus point-to-point video calls and web collaboration that requires web collaboration licenses
- C. Audio collaboration plus multipoint video calls and web collaboration that requires web collaboration licenses
- D. Audio collaboration plus multipoint video calls and web collaboration that requires web collaboration licenses and video licenses

Correct Answer: B

## QUESTION 9

Refer to the Scenario: IT-FAC.

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You plan to recommend that IT-FAC use the geo-presence feature to keep track of their security and maintenance personnel.

Which application and deployment option will provide this functionality?



- A. Avaya Communicator using iOS or Android smartphones
- B. one-X Mobile Preferred using iOS or Android smartphones
- C. Scopia Mobile using iOS or Android smartphones
- D. one-X Mobile Preferred using Windows smartphones

Correct Answer: B

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#### QUESTION 10

Which agent application uses the Communication Control Toolkit (CCT) function in Avaya Contact Center Select (ACCS)?

- A. one-X Agent
- B. Avaya Communicator
- C. Avaya Agent Desktop
- D. Agent Desktop Display

Correct Answer: B

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#### QUESTION 11

For Avaya Equinox Meetings Online, In addition to capacity differences, which feature is only offered in the Pro VMR?

- A. Video room systems as participants
- B. Web browser connectivity
- C. Live broadcast for 750 viewers
- D. Recording and playback

Correct Answer: A

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#### QUESTION 12

With Avaya Equinox Meetings online is the maximum number of participants for a Preferred VMR?

- A. 50 participants





- B. 25 participants
- C. 100 participants
- D. 500 participants

Correct Answer: A

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### QUESTION 13

Your customer wants an Avaya video conferencing solution that can integrate with IP Office. The requirement is to be able to conduct a single video conferencing with up to five additional participants to join remotely using smartphones or desktop PCs. They have two small board rooms they want to be able to join the video conference. What would be the least costly solution that will meet their requirements?

- A. A Video Collaboration Solution for IP Office XT endpoint with embedded server
- B. A Video Collaboration Solution for IP Office XT endpoint with embedded server and one IX Collaboration Unit CU360
- C. One SMB9 License for each board room and one IX Collaboration Unit CU360 in each board room
- D. One MCU9 License for each board room and one XT5000 endpoint in each board room

Correct Answer: A

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### QUESTION 14

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.

Correct Answer: C

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### QUESTION 15

Refer to the Scenario: IT-FAC.



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IT-FAC is very concerned about reliability since they need the ability to always make calls and receive calls. They are not as concerned about reliability of messaging and other forms of collaboration. Based on the above information, what is required in the IP Office solution to provide backup for their SIP trunks and Session Border Controller for Enterprise (SBCE)?

- A. Add an E1 or T1 line with a combo card.
- B. Add a second Portwell SBCE to provide High Availability (HA).
- C. Add Plain Old Telephone Service (POTS) lines and analog modules to the IP500 V2.
- D. Duplicate all of the SIP trunks, add another Portwell SBCE and High Availability (HA) licenses.

Correct Answer: A