

# DUMPS ARENA

## Avaya Midsize Solution Design Exam

Avaya 37820X

Version Demo

Total Demo Questions: 10

Total Premium Questions: 65

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**QUESTION NO: 1**

Which license is only available In a CapEx model?

- A. ASBCE
- B. AWFOS
- C. Analog user
- D. Digital user

**ANSWER: C****QUESTION NO: 2**

You are working with a customer to migrate them to an Avaya Midsize solution with IP Office™. They have nine existing analog trunks that each cost \$40 per month. You want to determine If It would be cost effective to go to digital trunking using a T1/E1 at a cost of

\$400 per month.

Although the analog monthly line charges are less, what else would need to be taken Into consideration to look at the total cost difference?

- A. Analog devices, such as a classic fax machine, attached to the IP Office require analog trunks.
- B. Digital trunking requires an SBCE for security.
- C. The cost for nine analog trunk ports versus a single digital trunk port.
- D. Digital trunking needs VCM channels and analog trunks do not-

**ANSWER: A****QUESTION NO: 3**

What are two reasons to use Voicemail Pro for recording? (Choose two.)

- A. Each Avaya Contact Center Select voice agent license includes a recording license.
- B. It provides reporting such as how many times a call was put on hold.
- C. It offers live monitoring of voice and screens.

D. No additional licensing is needed to allow any user call recording via a button.

**ANSWER: C D**

**QUESTION NO: 4**

With Avaya Spaces, which statement is true about the what users can do?

- A. Guest level users can only text chat other users.
- B. All levels of users can text chat and video call.
- C. Only Member level users and above can video call.
- D. Only the Owner/Admin level users can video call.

**ANSWER: C**

**QUESTION NO: 5**

Your customer has standardized on Chrome as their browser, and they want to use WebRTC to access their IP Office".

Which two soft clients would you recommend? (Choose two.)

- A. Avaya IX™ Workplace Web Client
- B. IP Office Web Client
- C. Avaya Communicator for Web
- D. Avaya one-X® Mobile Preferred

**ANSWER: C D**

**QUESTION NO: 6**

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

**ANSWER: A**

#### QUESTION NO: 7

In an IP Office environment, which two can be run on the Vantage device? (Choose two.)

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

**ANSWER: B C**

#### QUESTION NO: 8

To support cradle-to-grave reports for any call, what is the minimum IP Office configuration?

- A. Preferred Edition with VMPro
- B. Essential Edition with an external PC to run Avaya Call Reporting
- C. Essential Edition with an external PC to run Avaya Call Reporting and an IP Office CTI license
- D. Preferred Edition with VMPro and an IP Office CTI license

**ANSWER: C**

#### QUESTION NO: 9

Refer to the Scenario: H&H 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.

H&H Ticket has a single administrator for all their locations. They heard about the User self-administration portal and want to know more about it to determine if this might reduce the number of administration requests they receive.

In addition to the voicemail and profile management, which two additional items would you tell the customer that users can program themselves? (Choose two.)

- A. Button programming
- B. Modify their personal directory.
- C. Create personal short codes.
- D. Correct their personal entry in the system directory.

**ANSWER: A D**

**QUESTION NO: 10**

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You are designing a solution for H&H 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-

**ANSWER: A B D**