



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

37820X - Avaya Midsize Solution Design

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### QUESTION 1

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

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### QUESTION 2

For an Avaya Spaces Basic level account, which statement is true about the email address for Basic users?

- A. Any email address will work for Basic level users.
- B. The email domain name must match the company domain name.
- C. An email address is not required for Basic level users.
- D. The email address for Basic level users does not need to be unique.

Correct Answer: B

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### QUESTION 3

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-

Correct Answer: A

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### QUESTION 4



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 5

Your customer would like to use Deskphone mode, also called Shared Control, and they want to know if they need to replace any of their deskphones.

Which phone does not support Shared Call Control?

- A. 1100 Series
- B. J129
- C. DECT R4
- D. 1200 Series

Correct Answer: A

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