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QUESTION 1

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 IXTM Workplace Web Client

B. IP Office Web Client

C. Avaya Communicator for Web

D. Avaya one-X Mobile Preferred

Correct Answer: CD

QUESTION 2

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

Correct Answer: C

QUESTION 3

A customer wants the helpful tool that Is available to create marketing surveys In Avaya Contact Center

Select (ACCS).

Which component Is used to create surveys In ACCS?

A. Outbound Campaign Management Tool

B. Proactive Outreach Manager

C. Communication Control Toolkit

D. Orchestration Designer

Correct Answer: A

QUESTION 4

One of the security enhancements in the Powered By IP 0ffice offer is SIP Registrar Hardening that

enables Better control to allow SIP clients to register using a whitelist and blacklist.

To which platform is this functionality relevant?

A. SCN IP500 V2

B. Expansion IP500 V2

C. Linux servers

D. CentOS servers

Correct Answer: C

QUESTION 5

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

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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