



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

37820X - Avaya Midsize Solution Design

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**QUESTION 1**

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 are proposing that the customer migrate to SIP trunks and install an Session Border Controller for Enterprise (SBCE). Another Sales Engineer asks you why terminating SIP trunks directly on the IP Office™ and using the built-in firewall is not a best practice.

What is the reason for using the SBCE to terminate SIP trunks?

- A. It provides NAT Traversal not available with direct termination.
- B. It stops attacks and hacks before entering the private network.
- C. It provides VPNless remote worker functionality for 1600 endpoints.
- D. It allows registration and authentication to be done in the core of the network.



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Correct Answer: A

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## QUESTION 2

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 3

You are helping a customer learn about Avaya Contact Center Select (ACCS). They want to know about server requirements for an ACCS with Business Continuity. Which two statements describe the server configurations for IP Office and ACC with Business Continuity?

- A. If the ACCS is using a hardware appliance the IP Office can be virtualized.
- B. IP Office and ACCS can be virtualized only using the same VMware host server.
- C. If the ACCS is using a hardware appliance the IP Office must be using a hardware appliance.
- D. IP Office and ACCS can be virtualized only using separate VMware host servers.

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

Avaya Contact Center Select Remote Agents can use an Avaya Deskphone or Avaya soft client. Which Avaya softclient is supported for Remote Agents on Avaya Contact Center Select (ACCS)?

- A. Avaya one-X Communicator for Mac
- B. Avaya Communicator for IOS
- C. Avaya one-X Communicator for Windows
- D. Avaya Communicator for Windows

Correct Answer: A

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