



37820X^{Q&As}

37820X - Avaya Midsize Solution Design

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**QUESTION 1**

Which statement is true about the various levels and the file sharing capabilities of Avaya Spaces users?

- A. Only Member level users and above can share files.
- B. Only Owner/Admin level users can share files.
- C. All levels of users can share files.
- D. File sharing is not a capability within Avaya Spaces.

Correct Answer: B

QUESTION 2

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

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

QUESTION 3

Refer to the Scenario:

Bittersweet Coffee Company (BCC).

**Scenario: Bittersweet Coffee Company (BCC)**

The Bittersweet Coffee Company (BCC) gourmet coffee company buys coffee beans from several countries throughout South America, Africa, and Southeast Asia. They then process the coffee beans and sell both whole and ground beans to retail coffee shops throughout the world. They have recently expanded to offer other coffee related products and have begun opening their own retail shops in select locations in Europe and Asia.

To accommodate the recent growth, BCC has determined that their aging NEC communications system and Cisco data networking solutions may no longer be sufficient to meet their needs. Consequently they have released an RFP asking for bids on a new telephony or data system.

The telephony RFP requests for a solution that will provide the following:

1. Endpoints:
 - a. 420 IP telephone sets
 - b. 60 softphone clients
 - c. 50 mobile clients
2. 18 Contact Center agents and 2 supervisors
3. 5 Receptionist consoles
4. Distributed SIP trunking
5. Centralized voicemail
6. Redundant call processing with local survivability

Your initial bid response has been designed to meet only the customer's stated needs from the RFP. Which feature brings added value to your solution without incurring any additional cost to the customer?

- A. On demand call recording and reporting for any user
- B. HTML based call accounting reports
- C. Meet-me audio conferencing
- D. Centralized management of wired network switches

Correct Answer: D

QUESTION 4

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

QUESTION 5

The Avaya Vantage™ K155 device has a telephony form factor. What does it mean to have a telephony form factor?

- A. It does not Include a camera.
- B. It does not have a touch screen.
- C. It includes traditional dial pad.
- D. It must use a corded handset.

Correct Answer: C

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