Vendor: Avaya

Exam Code:37820X

Exam Name:37820X - Avaya Midsize Solution Design

Version: Demo

QUESTION 1

Your customer wants an Avaya video conferencing solution that can integrate with IP Office. The requirement Is to be able to conduct a single video conferencing with up to five additional participants to Join remotely using smartphones or desktop PCs. They have two small board rooms they want to be able to join the video conference. What would be the least costly solution that will meet their requirements?

A. A Video Collaboration Solution for IP Office XT endpoint with embedded server

B. A Video Collaboration Solution for IP Office XT endpoint with embedded server and one IX Collaboration Unit CU360

C. One SMB9 License for each board room and one IX Collaboration Unit CU360 In each board room

D. One MCU9 License for each board room and one XT5000 endpoint In each board room

Correct Answer: A

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

QUESTION 3

For Avaya Equinox Meetings Online, In addition to capacity differences, which feature Is only offered in the Pro VMR?

A. Video room systems as participants

B. Web browser connectivity

C. Live broadcast for 750 viewers

D. Recording and playback

Correct Answer: A

QUESTION 4

With the Avaya J100 Series IXTM IP phones, which feature requires PoE Class 2?

A. The JBM24/JEM24 button module

B. The color display

C. The J100 wireless module

D. The built-in volume boost

Correct Answer: B

QUESTION 5

Which license is only available In a CapEx model?

A. ASBCE

B. AWFOS

C. Analog user

D. Digital user

Correct Answer: C

QUESTION 6

Your customer wants WIFI connectivity.

What Is the least costly Avaya DC- IP Phone model that supports WIFI connectivity?

A. J179

B. J169

C. J139

D. J129

Correct Answer: D

QUESTION 7

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 8

Web Traveling.com is using Outlook with an Exchange server. You have proposed that the customer use

the Outlook plug-In.

What does this plug-In do for the users at Web Travellng.com?

A. It adds Avaya IX Workplace Client functionality to the Outlook window.

B. It adds Outlook access to the Avaya IX Workplace Client for IP Office.

C. it adds Outlook access to the one-X Portal desktop.

D. it adds a subset of one-X Portal functionality to the Outlook window.

Correct Answer: C

QUESTION 9

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

QUESTION 10

Refer to the Scenario: HandH Tick.

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.

Based on the HandH Ticket scenario, which in Border Controller for Enterprise (SBCE) deployment would you recommend to provide secure, resilient SIP communications for Internal and mobile/remote representatives?
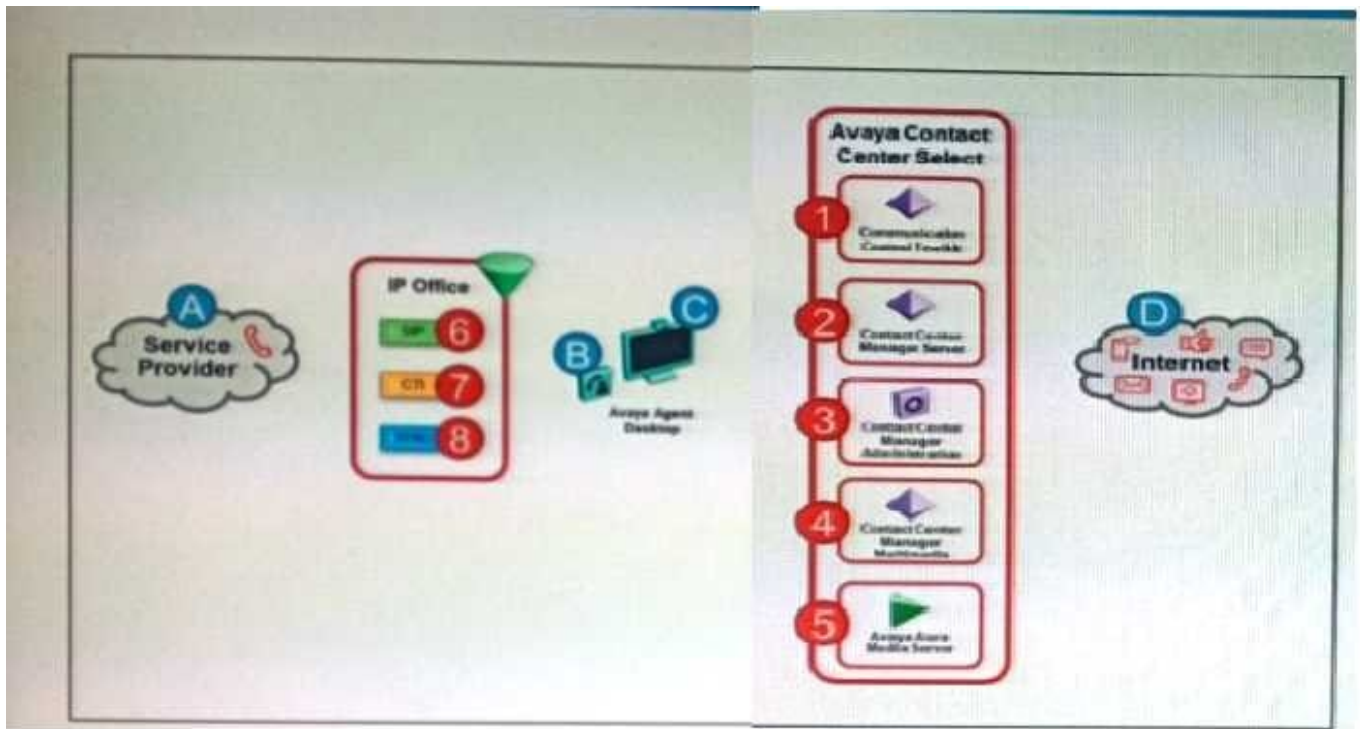
A. A high availability deployment on three Dell servers

B. A high availability deployment on two Dell servers

C. A high availability deployment on two Portwell Cad servers

D. A virtualized high availability Hyper-V deployment

Correct Answer: C

QUESTION 11

Refer to the exhibit.

How does the Avaya Contact Center Select (ACCS) route contacts based on business logic to supported endpoints?

A. To IP Office and anchored In IP Office: A-6

B. Through IP Office, controlled by CCMS and routed to the phoneset directly: A-6-2-B

C. Through IP Office, controlled by CCMS and anchored In the Media Server: A-6-2-5

D. Through IP Office, controlled by CCT and anchored In IP Office: A-6-1-7

Correct Answer: D

QUESTION 12

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.

Correct Answer: CD