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Question 1

Question Type: MultipleChoice

Avaya Common Servers supported for new orders for Virtual Appliance Deployments of Avaya Aura 8.1.x applications will be shipped with Dell Gen 10 servers using Intel Skylake processors. There are three (ASP 110, 120 and 130) variants of this Avaya Solutions Platform (ASP) that differ only in the way the software is loaded on the server, because the underlying hardware is the same.

Which two statements are true for the ASP 130? (Choose two.)

Options:

- A- Standard VMware version (non-customized) is used.
- B- Avaya provides tools to install/upgrade the VMware hypervisor.
- C- Apps are installed, and host managed using vSphere web client or customer-provided vCenter server.
- D- Remote upgrade of servers is supported, and site visit is not required.

Answer:

A, C

Question 2

Question Type: MultipleChoice

Avaya OneCloud - Private Delivery provides a single-tenant dedicated software instance designed for large enterprise customers requiring higher feature sets, more control, customization, and higher security options.

Which Private Delivery option uses pre-defined data centers with an automated reference architecture to deliver a standard set of UC and CC solutions?

Options:

A- Secure

B- ReadyNow

C- Custom

D- Enterprise

Answer:

B

Question 3

Question Type: MultipleChoice

A customer has inquired about Avaya Callback Assist (CBA) to learn about immediate and scheduled callbacks with Avaya Experience Portal. From a technical and administration standpoint, CBA supports which two environments? (Choose two.)

Options:

A- CTI

B- EC500

C- PRI

D- SIP

Answer:

A, D

Question 4

Question Type: MultipleChoice

An existing customer is interested in an Avaya Aura suite that is comprised of the following applications:

* Desktop applications

* Call Routing Server

* Multimedia services

* Management applications

Based on these requirements, which solution would you recommend to the customer?

Options:

A- Avaya Proactive Contact

B- Avaya Aura Elite Multichannel

C- Avaya Aura Call Center Elite

D- Avaya Control Manager

Answer:

B

Question 5

Question Type: MultipleChoice

The EMC Desktop loads plug-ins based on the settings in the EMC Desktop's configuration.

Which plug-in allows agents to monitor the telephone activity of other call center agents or staff members they work closely with, and adds the ability to see the work Item history of an agent?

Options:

- A- EMC Plug-In
- B- Supervisor Plug-In
- C- Presence Plug-In
- D- Agent Plug-in

Answer:

C

Question 6

Question Type: MultipleChoice

A customer requires a backup AEP system maintained in a different geographical location, where a manual process will move the licenses from the primary to the backup site.

Which disaster recovery solution would you recommend to this customer using Enterprise Wide Licensing?

Options:

- A- Primary-Secondary
- B- Active-Active
- C- Active-Passive
- D- Primary-Backup

Answer:

C

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