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Question 1

Question Type: MultipleChoice

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?

Options:

- 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

Answer:

B

Question 2

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The Account Manager said that the customer is concerned about the amount of time that calls get held or parked. They would like to get simple reports summarizing this type of information.

What can you tell the Account Manager about the CDR/SMDR information and output?

Options:

- A-** IP Office tracks that information and It can be reviewed using the built-in reports.
- B-** IP Office does not track that Information but It is available using a third-party call accounting application.
- C-** IP Office does not track that information but it is available with a call center application.
- D-** IP Office tracks that information and It Is provided In a CSV format.

Answer:

A

Question 3

Question Type: MultipleChoice

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For this customer, you have decided to install High Availability (H

Options:

A- for the Session Border Controller for Enterprise (SBCE) with 15 SIP trunks.

In addition to the hardware, which licensing is required for this solution?

A- 30 Standard licenses; since you need to duplicate the Standard licenses for HA

B- 15 Standard licenses; since HA Is included with the Standard license

C- 15 Standard licenses and 15 Standard HA licenses

D- 15 Standard licenses and 15 Advanced licenses; since HA requires Advanced licenses

Answer:

B

Question 4

Question Type: MultipleChoice

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With their new IP Office, you decide to propose twinning to the mobile users. To twin external calls from the IP Office to these mobile users, on-premise or off-premise, requires two trunks; incoming and outgoing. To support 10 simultaneous calls requires 20 trunks.

In addition to the number of trunks required to extend calls, what other design issue must be considered?

Options:

- A- The incoming and outgoing trunk must be digital.
- B- The Incoming trunk can be analog or digital and the outgoing trunk must be digital.
- C- The incoming and outgoing trunk can be analog or digital.
- D- The incoming trunk must be digital and the outgoing can be analog or digital.

Answer:

D

Question 5

Question Type: MultipleChoice

Refer to the Scenario: IT-FAC.

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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?

Options:

- 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.

Answer:

A

Question 6

Question Type: MultipleChoice

For your customer, you have decided to configure an IP Office Server Edition.

Using Just the primary server, which types of internal collaboration are available for the power users?

Options:

- A-** Audio collaboration plus point-to-point video calls and web collaboration that requires web collaboration licenses and video licenses
- B-** Audio collaboration plus point-to-point video calls and web collaboration that requires web collaboration licenses
- C-** Audio collaboration plus multipoint video calls and web collaboration that requires web collaboration licenses
- D-** Audio collaboration plus multipoint video calls and web collaboration that requires web collaboration licenses and video licenses

Answer:

B

Question 7

Question Type: MultipleChoice

A company's IT staff often works from remote locations.

What is required for them to manage the Avaya IP Office Platform remotely?

Options:

A- The Avaya Secure Access Link (SAL)

- B-** VPN access and the System Status tool
- C-** VPN access to the corporate network and an IP Office System Monitor
- D-** VPN access to the corporate network and a web browser

Answer:

C

Question 8

Question Type: MultipleChoice

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

When responding to an RFP, it is common to propose an initial solution that meets only the minimum requirements of the RFP, and later to propose additional or enhanced products/services that you believe will best meet the customer's needs.

Assuming that you are providing the initial basic response to the BCC RFP, which product might not be needed, but could be Included in a subsequent response to provide additional functionality?

Options:

A- Avaya Session Border Controller for Enterprise

B- 1600 series telephone sets

C- Avaya one-X Mobile

D- Voicemail Pro

Answer:

A

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