

Avaya

Exam 2M00001A

Selling Avaya Contact Center Solutions for IP Office - APSS Online Test

Version: 6.0

[Total Questions: 71]

Question No : 1

Which is an IP Office-based Midmarket contact center solution? (Select one.)

- A. Avaya Automated Chat
- B. Avaya Contact Center Select
- C. Avaya Aura Register Call Center Elite for Midsize Enterprise
- D. Avaya Interaction Center

Answer: C

Reference:

<http://www.avaya.com/usa/product/avaya-aura-solution-for-midsize-enterprise/>

Question No : 2

Which are reporting capabilities for Avaya Contact Center Solutions for IP Office? (Select two.)

- A. Deliver enterprise-wide reporting that handles dashboard reporting and realtime analytics for full, end-to-end performance management.
- B. Collect and evaluate statistical data on a contact from beginning to end. including voice calls, email, chat, SMS, and fax.
- C. Capture details on inbound and outbound contacts, to enable analysis and optimization of network trunks and agents.
- D. Provides cradle-to-grave reporting enabling visualization of call flow data using flow graphs, dashboards, and tabular reports.

Answer: B,D

Question No : 3

True or false? The net message for Avaya Contact Center Solutions for IP Office is that midsize businesses can now leverage Avaya customer experience management leadership in a solution that is fit for purpose - simple, yet powerful; with flexible deployment options; easy to use, maintain, and administer, and are all optimized for use with Avaya IP Office software.

- A. True
- B. False

Answer: B

Question No : 4

Scenario:

A leading reseller ("Reseller") of Avaya is invited by Avaya to attend a function organized to recognize the Reseller for its key contribution in increasing the revenue of Avaya's contact center technology (" CCT") suite of products from \$ 1 m to S3m over a 2 year period. The authorized representative of the Reseller is awarded a memento with an Avaya logo and a framed picture of Avaya CCT suite of products.

Is it appropriate for the reseller to accept the memento and the picture from Avaya?

- A. Yes. so long as it is acceptable under the Reseller's compliance policies. The items represent gifts of nominal value which are appropriate under Avaya's policy.
- B. No, the reseller should have declined the memento and picture from Avaya since accepting gifts of any kind is against Avaya's policy.
- C. No. the items were given to improperly influence the reseller to help Avaya to further augment the revenue from CCT products.

Answer: A

Question No : 5

When meeting with a prospect they say: * I don't want to run my contact center on a small business system like IP Office." Which statement could help you overcome this customer's objection? (Select one.)

- A. Really? Have you seen the results from "The Autonomous Customer 2013" survey? Their findings show how customers want to do business with businesses that make it easy to do business. Your customers don't necessarily want to call you and have just anyone helping them. Customers want to spend the least amount of time possible getting the answers they are looking for and we can help you make that happen.
- B. What if we could transform your costly voice interactions into a lower cost to serve business model and at the same time help you generate additional revenue? Businesses use web chat for both sales and support situations. In fact. web chat is one of the lowest

cost contact channels available to businesses today. With a lower cost structure and the opportunity for new revenue, you can potentially increase your profitability this would mitigate the upfront cost of replacing your current solution.

C. What if I told you that Avaya has transformed IP Office and expanded our offerings to serve midsize businesses like yours? Our solutions provide businesses a scalable, redundant, and resilient system capable of handling demanding environments. Furthermore, our Contact Center solutions are based on existing solutions with years of mission-critical deployment experience.

D. Are you sure you are comparing apples to apples? You need to look at the total cost for an accurate comparison. Capabilities such as call recording are included as part of Avaya solution (including IP Office licensing), but may be an additional cost with a competitor.

Answer: C

Question No : 6

Which are the supported countries for Avaya IP Office Contact Center? (Select all that apply.)

- A. Australia
- B. New Zealand
- C. UK
- D. Canada
- E. India
- F. Germany
- G. US

Answer: A,B,C,D,E,F,G

Question No : 7

Which are the correct capacities for Avaya Contact Center Select? (Select two.)

- A. Up to 250 Active Multichannel Agents with IP500v2
- B. Up to 30 Active Voice Agents with IP Office Server Edition
- C. Up to 30 Active Multichannel Agents with IP500v2
- D. Up to 250 Active Voice Agents with IP Office Server Edition

Answer: A,C

Question No : 8

Identify the supervisor capacities for Avaya Contact Center Select with IP500v2?

- A. 100
- B. 50
- C. 30

Answer: C

Reference:

<http://www.activ8avaya.com/ip-office/avaya-contact-center-select-key-highlights-accs/>

Question No : 9

Scenario:

In connection with a CCT implementation project for the Government of Mourito, Avaya has partnered with a leading Distributor in the country. Avaya is required to import certain telecom equipment into Mourito, Avaya arranges for the shipment and same reaches Mourito port. In order to release the shipment, a no-objection letter is required from the customs unit in charge of the port. This is standard operating procedure in Mourito vis-a-vis overseas shipments. Typically, it takes about 7-14 working days to receive the letter. The Distributor, citing project exigency, pays a sum of \$150 to a senior customs official and obtains the NOC. What prompts the Distributor to make the payment is that facilitation payments are customary and legal in Mourito.

What breach, if any, has the Distributor committed?

- A. The Distributor has breached Avaya's policy since Avaya prohibits facilitation payments.
- B. None, the payment made by the Distributor constituted facilitation payment which is customary under the laws of Mourito.

Answer: A

Question No : 10

Which are three characteristics of the typical business with fewer than 2,000 Employees/30 to 250 Agents? (Select three.)

- A. IT is the buyer or strong influencer
- B. The business believes that contact center capabilities are essential
- C. The business applies technology to address a business problem
- D. The CEO/Owner is most likely the buyer
- E. The business lacks technical knowledge

Answer: A,D,E

Question No : 11

Which are four Avaya Proof Points that can help you support why Avaya is the right company with which to do business? (Select four.)

- A. Avaya offers complete solutions for midsize businesses - built on its proven IP Office software platform - rich unified communications, video collaboration, contact center, and more.
- B. Avaya always comes in with the lowest price tag for all their contact center solutions.
- C. Avaya is the market leader in customer experience management and contact center solutions, with more than 50,000 deployments supporting 6 million agents.
- D. Avaya multichannel capabilities, agent productivity tools, and end-to-end portfolio of fit for purpose applications outperform competitors.
- E. Avaya has more than 375,000 Avaya IP Office systems deployed in businesses worldwide, for more than a decade of experience and customer feedback to guide development.

Answer: A,C,D,E

Question No : 12 DRAG DROP

Deploying Avaya Contact Center Solutions for IP Office into mid-sized contact center helps solve business needs. Match the business need on the left to the positive business impact on the right. (Click and drag the business impact on the right to the corresponding business need on the left.)