Jan 15, 2023 Updated 37820X Dumps Questions For Avaya Exam [Q32-Q48
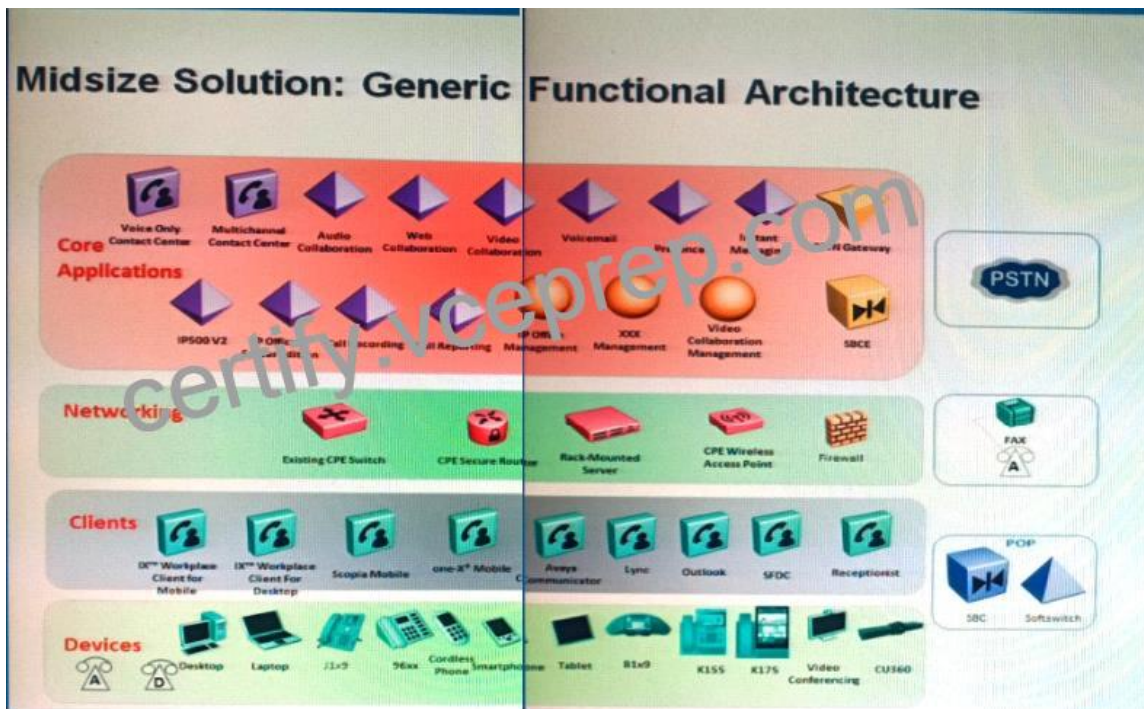

Jan 15, 2023 Updated 37820X Dumps Questions For Avaya Exam

Best Value Available Preparation Guide for 37820X Exam

NO.32 Refer to the exhibit.

You have just finished your discovery conversation with a multi-location, midsize customer.

What would you do to use the generic functional UC&C architecture shown in the exhibit?
* Create a version of this diagram for each location.
* Add the specific product names for components in your solution.
* Cross out functionality not requested by the customer.
* Add In quantities for each of the components in your solution.

NO.33 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 Tosh ba 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

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

NO.34 Refer to the exhibit.
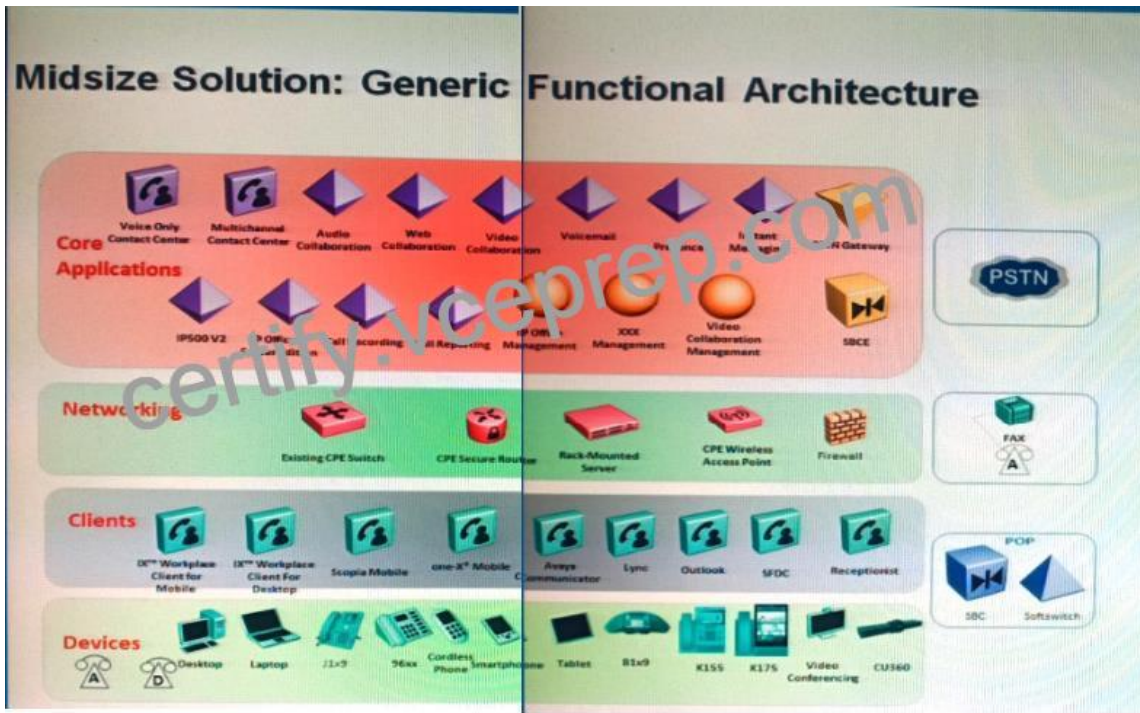
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To keep the WIFI separate from the mobility offer, you have decided to address the mobility functionality by providing ten 3700 series Digital Enhanced Cordless Telecommunications (DECT) telephones for the staff working around the amusement center and one-X Mobile Preferred for the six executives.

Based on the above information, what Is the impact of using DECT telephones and one-X Mobile Preferred on the user licensing?
* 16 additional Mobile user licenses
* 16 additional Office user licenses
* Six additional Power user licenses
* No additional user licenses

NO.36 In Avaya Contact Center Select, from where is social media data loaded Into the agent desktop?
* The Contact Center Manager Server database
* The Contact Center Manager Administration database
* The Communication Control Toolkit database
* The Contact Center Multimedia database

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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?
* The incoming and outgoing trunk must be digital.
* The Incoming trunk can be analog or digital and the outgoing trunk must be digital.

* The incoming and outgoing trunk can be analog or digital.
* The incoming trunk must be digital and the outgoing can be analog or digital.

NO.38 Your customer wants to edit the standard reports.

In addition to the Basic Avaya Call Reporting license, what is required to allow your customer to change some of the 50 standard reports?
* Recording Library
* Agent Dashboards
* Realtime
* Custom reports

NO.39 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?
* Analog devices, such as a classic fax machine, attached to the IP Office require analog trunks.
* Digital trunking requires an SBCE for security.
* The cost for nine analog trunk ports versus a single digital trunk port.
* Digital trunking needs VCM channels and analog trunks do not-

NO.40 Your customer wants WIFI connectivity.

What Is the least costly Avaya DC- IP Phone model that supports WIFI connectivity?
* J179
* J169
* J139
* J129

NO.41 With the Avaya J100 Series IX IP phones, which feature requires PoE Class 2?
* The JBM24/JEM24 button module
* The color display
* The J100 wireless module
* The built-in volume boost

NO.42 Refer to the Scenario: H&H Ticket.

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.

H&H Ticket has a single administrator for all their locations. They heard about the User self-administration portal and want to know more about It to determine If this might reduce the number of administration requests they receive.

In addition to the voicemail and profile management, which two additional Items would you tell the customer that users can program themselves? (Choose two.)
* Button programming
* Modify their personal directory.
* Create personal short codes.
* Correct their personal entry in the system directory.

NO.43 You have just completed a series of discovery conversations with a customer.

To summarize the results of your conversations, what would you create to show each of the customer contacts you met with?
* A design diagram for each person
* An architectural diagram for each person
* A single architectural diagram
* A single design diagram

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The H&H Ticket company wants to replace their DEFINITY systems with a solution for which they can easily obtain parts and maintenance. The customer contact wants to know why they should migrate to IP Office”* and not Avaya Aura.

In addition to telling them that this solution was purpose-built to support midsize enterprises with up to 3000 users, what else would you tell them?
* IP Office Includes built-in apps such as voicemail, audio and web collaboration, mobility, IM and Presence.
* The IP Office can be virtualized in either a Nutanix or a VMware environment.
* IP Office integrates with a multi-channel contact center solution that can migrate to Avaya Aura Contact Center.
* IP Office uses many of the same components and applications such as SBCE and System Manager.

NO.45 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?
* On demand call recording and reporting for any user
* HTML based call accounting reports
* Meet-me audio conferencing
* Centralized management of wired network switches

NO.46 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?
* Audio collaboration plus point-to-point video calls and web collaboration that requires web collaboration licenses and video licenses
* Audio collaboration plus point-to-point video calls and web collaboration that requires web collaboration licenses
* Audio collaboration plus multipoint video calls and web collaboration that requires web collaboration licenses
* Audio collaboration plus multipoint video calls and web collaboration that requires web collaboration licenses and video licenses

NO.47 Powered by Avaya R3.x supports several different Hypervisors.

What Is the only Hypervisor to support all of the Powered By R3.x applications?
* Amazon AWS AMI
* Microsoft Hyper-V
* VMware ESXi
* KVM

NO.48 You are speaking with a customer who has a large multi-site enterprise, and limited IT staff to support a new communications system. They like the idea of housing the primary call control in a reliable data center, but do not have such an

environment. In their business today. Local survivability is critical as reliable communications is a core function of their business.

Based on these factors, which IP Office deployment model would meet the customer requirements?

* Private Cloud
* Public Cloud
* Hybrid Cloud
* On-Premise

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