Avaya Midsize Solution Design Exam

Avaya 37820X

Version Demo

Total Demo Questions: 10

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Topic Break Down

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QUESTION NO: 1

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?

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

Explanation:

Audio collaboration plus point-to-point video calls and web collaboration that requires web collaboration licenses is correct. An IP Office Server Edition Primary Server provides the core IP Office call-processing and collaboration services needed by Power Users, including voice-based collaboration and direct, point-to-point video calling between appropriately capable users or endpoints. The Primary Server also hosts the one-X Portal service used for user access to collaboration features.

Web collaboration is an entitlement-based capability. It is enabled through the applicable Web Collaboration licensing, which permits licensed users to initiate or participate in the supported browser-based collaboration and content-sharing experience. The separate Web Collaboration entitlement is therefore the relevant licensing requirement stated in this answer. The point-to-point video capability described here is a direct internal collaboration function; the answer accurately distinguishes it from licensed web-collaboration functionality while remaining within the scope of a deployment using only the Primary Server.

For IP Office platform and Server Edition product documentation, see Avaya's IP Office support portal and the IP Office Platform Data Sheet.

QUESTION NO: 2

Refer to the IT-FAC scenario and exhibits.

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

The customer. Island Tropics Family Amusement Center has received solution designs from two different vendors, Vendor A and Vendor B. As the manufacturer's representative, the customer wants you to explain the merits and limitations of each solution. For the Mobile Users' portion of the solution. Vendor A has proposed using a DECT solution instead of using smartphones.

What are two characteristics of this mobility solution? (Choose two.)

A. It utilizes the WiFi network of APs.

B. It supports off-premise connectivity.

C. It operates on a separate DECT network.

D. It uses a line of ruggedized endpoints.

ANSWER: C D

Explanation:

A DECT mobility deployment operates on its own dedicated DECT radio infrastructure. In an Avaya IP DECT design, DECT base stations provide the wireless coverage and connect back to the call-control environment over the IP network. This gives the solution purpose-built voice mobility coverage that can be planned around the amusement center's buildings, outdoor areas, and expected handset density. The dedicated DECT radio layer is therefore a core characteristic of this design.

The solution also uses a line of ruggedized endpoints. Avaya's DECT handset portfolio includes models intended for demanding workplace use, including durable handsets with features such as dust and water protection, emergency/alarm functions, and robust construction. These capabilities are particularly appropriate for mobile staff working throughout a family amusement center, where ordinary consumer devices may be less practical. Selecting DECT also lets the customer pair these specialized handsets with an enterprise voice system while retaining the operational benefits of dedicated wireless telephony.

Avaya's DECT product information is available at Avaya DECT Phones. Additional Avaya technical documentation and product resources can be found through Avaya Support.

QUESTION NO: 3

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

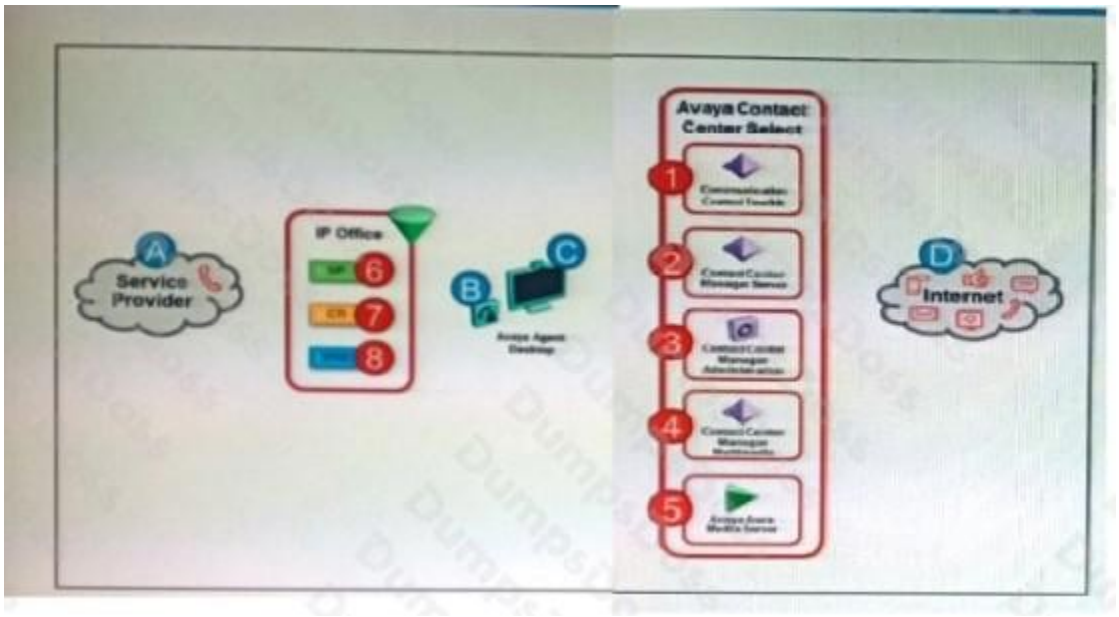
ANSWER: A

Explanation:

The maximum capacity for a Preferred VMR in Avaya Equinox Meetings Online is **50 participants**. A Preferred Virtual Meeting Room is the service tier intended for recurring, scheduled, and ad hoc collaboration where a consistent meeting identity and moderate-sized conferencing capacity are required. The 50-participant limit represents the maximum number of attendees who can join that Preferred VMR concurrently, rather than a limit on the number of meetings a user may schedule over time. In solution design, this capacity must be matched to the customer's expected peak concurrent attendance, including internal users, remote workers, guests, and presenters. The designer should also confirm that the customer's meeting-room tier aligns with its collaboration requirements, such as the expected meeting size and use of audio, video, web collaboration, and guest access. Avaya's product-support resources provide the applicable service documentation and release information for Equinox Meetings Online; consult the service documentation for the deployed offer because entitlement details can be tied to the purchased subscription and service version. See the Avaya Support portal and its Equinox Meetings Online documentation search.

QUESTION NO: 4

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

ANSWER: D

Explanation:

Through IP Office, controlled by CCT and anchored In IP Office: A-6-1-7 is correct because Avaya Contact Center Select uses its Contact Center Telephony integration to apply contact-center business logic while Avaya IP Office remains the call-control and media-anchor platform. The Contact Center component determines the appropriate destination based on configured routing treatments, such as skill-based selection, queue state, priority, and agent availability. It then requests the required telephony action through the integration with IP Office. Keeping the call anchored in IP Office is important because IP Office continues to provide the underlying endpoint and media connectivity for supported devices while the contact-center application supplies the routing decision and agent-state context. This division of responsibilities allows ACCS to deliver contact-center routing without moving the active call's telephony anchor away from the IP Office system. Avaya's product documentation and support resources describe Contact Center Select as an IP Office-integrated contact-center solution and provide the associated administration and deployment documentation. See Avaya Contact Center Select and the Avaya Support documentation portal.

QUESTION NO: 5

Refer to the Scenario: IT-FAC.

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?

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

Explanation:

one-X® Mobile Preferred using iOS or Android smartphones is the appropriate deployment for geo-presence. In the Avaya Aura mobility architecture, one-X Mobile Preferred is the client application that can publish a user's mobile-device location to Avaya Presence Services. This enables authorized enterprise users, such as dispatchers or supervisors, to view the geographic presence of mobile personnel and use that information when coordinating work, incidents, or maintenance activity. The feature is intended for supported Apple iOS and Android mobile clients, whose location services can provide the device-location information needed by geo-presence. The application operates as part of an Avaya Aura deployment, using the enterprise presence infrastructure rather than functioning as a standalone location-tracking product. Location sharing remains subject to device permissions, user privacy choices, and the organization's configured presence and authorization policies. Avaya's support portal provides the product documentation and release-specific deployment guidance for one-X Mobile Preferred, including supported client platforms and presence integration: Avaya Support. Avaya's documentation portal is also the authoritative source for the applicable Aura Presence Services and mobility administration material: Avaya Documentation.

QUESTION NO: 6

Which two tasks can be completed using IP Office Manager? (Choose two.)

A. Retrieve and save the IP Office configuration

B. Administer users and hunt groups

C. Create custom historical call reports

D. Provide SIP topology hiding

ANSWER: A B

Explanation:

IP Office Manager can be used to **retrieve and save the IP Office configuration**. This enables an administrator to work with the system configuration and maintain a local copy for administration and backup purposes.

IP Office Manager can also be used to **administer users and hunt groups**. These tasks include configuring extension and user details, call-handling settings, and group membership or distribution settings.

Manager does not operate as a Session Border Controller and does not provide custom historical reporting. Those functions are provided by separate products and applications. See the Avaya Documentation Portal for IP Office Manager administration documentation.

QUESTION NO: 7

Refer to the Scenario: H&H Ticket.

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.)

A. Button programming

B. Modify their personal directory.

C. Create personal short codes.

D. Correct their personal entry in the system directory.

ANSWER: A B

Explanation:

Button programming and modification of a personal directory are user-level capabilities available through Avaya IP Office self-administration features. Allowing users to program their own buttons lets them assign supported telephone functions and contacts to available programmable keys without requiring the central administrator to make routine changes. This is especially useful when a user's calling patterns, frequently contacted colleagues, or feature-access requirements change.

Users can also maintain their own personal directory. A personal directory is associated with the individual user and enables that user to add, update, and organize personally useful contacts for dialing. Delegating this maintenance keeps user-specific contact information current while reducing administrative effort across multiple locations. These functions complement voicemail and profile management by placing common, individualized configuration tasks directly under the user's control through the self-administration interface. Avaya IP Office documentation describes user administration and telephone-button configuration as supported user-management functions; see the Avaya IP Office Web Manager documentation and the Avaya Support documentation portal.

QUESTION NO: 8

Powered by Avaya R3.x supports several different Hypervisors.

Which two applications support the KVM Hypervisor? (Choose two.)

A. AWFOS

B. ASBCE

C. IP Office

D. ACCS

ANSWER: A C

Explanation:

AWFOS and IP Office are the two Powered by Avaya R3.x application workloads identified for deployment with the KVM hypervisor. AWFOS, referring to Avaya Workforce Optimization Select, is provided as a virtualized solution whose supported deployment model includes the KVM-based Powered by Avaya environment. This allows the workforce-optimization components to use the compute, storage, and virtual-machine management resources supplied by that platform.

IP Office is also supported on the KVM-based Powered by Avaya infrastructure. Its virtual-server deployment is designed to run as an application workload on the supported hypervisor platform while retaining the IP Office services and management functions required for a midsize communications solution. In solution design, hypervisor compatibility must be verified for the individual Avaya application release rather than assumed from general virtualization support. For the R3.x platform compatibility matrix, AWFOS and IP Office are therefore the applicable KVM selections. Avaya publishes product documentation and release-specific deployment information through its Support Documentation portal; current IP Office product and documentation resources are also available from Avaya IP Office.

QUESTION NO: 9

Refer to the IT-FAC scenario and exhibits.

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B. It supports off-premise connectivity.

C. It operates on a separate DECT network.

D. It uses a line of ruggedized endpoints.

ANSWER: C D

Explanation:

“It operates on a separate DECT network” is correct because Avaya IP Office DECT mobility uses dedicated DECT radio base stations and DECT handsets. The wireless voice connection between the handset and its base station is therefore not provided by the customer’s Wi-Fi access-point infrastructure. DECT is designed for dependable on-site enterprise voice coverage, with base stations deployed and synchronized to provide the required coverage and roaming area. This makes it well suited to a venue such as an amusement center, where users require reliable mobility while remaining within the designed DECT coverage footprint.

“It uses a line of ruggedized endpoints” is also correct. Avaya’s DECT portfolio includes wireless handsets intended for business environments, including models with features appropriate for demanding operational use. Purpose-built DECT handsets provide a practical mobile voice endpoint option for staff who need durable devices and simple telephony operation rather than a general-purpose smartphone. The solution design can select suitable handset models according to the user role and environmental requirements while retaining integration with the Avaya telephony system. Avaya product and

support information for IP Office DECT is available through Avaya IP Office and the Avaya Support DECT documentation search.

QUESTION NO: 10

A customer has several IP Office systems at different sites. Users must be able to call colleagues at another site by dialing their internal extension numbers.

Which IP Office networking capability should be used?

A. Small Community Network

B. Voice Compression Module

C. Avaya Call Reporting

D. Voicemail Pro Campaign Manager

ANSWER: A

Explanation:

Small Community Network (SCN) is the IP Office networking capability used to connect multiple IP Office systems into a distributed communications network. SCN enables users at one system to call users on another networked IP Office system using internal extension dialing.

SCN is appropriate where an organization has multiple locations but requires a consistent internal dialing experience across those locations. The design must include the required IP connectivity, dial-plan coordination, and release-compatible IP Office systems. See the Avaya IP Office product page and the Avaya Support portal for supported networking documentation.