



**132-S-1002.3**

**Avava Sales Certification Specialist**

Q&A

DEMO Version

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Technical and Support Team  
Chinatag LLC.

**Question: 1**

A key capability of Avaya's IP Telephony solutions is to extend customer announcements, voicemail greetings, and other applications from the core to the branches, enabling \_\_\_\_\_.

- A. A higher TCO
- B. Branch office managers to maintain and administer their own communications systems
- C. Consistent user experiences
- D. Each user to have a different, customized experience

**Answer: C**

**Question: 2**

Partners selling to Global Accounts at the Avaya Direct Account Team's invitation must sell which of the following?

- A. Avaya Services only
- B. Avaya products only
- C. Avaya content for both products and services where Avaya has an applicable offer
- D. Any products or services they choose

**Answer: C**

**Question: 3**

Which is NOT a common business problem addressable by Avaya's IPT solutions?

- A. Inability to get the appropriate parties together to make decision
- B. Inability to communicate during a major business interruption
- C. Multiple disparate systems that are expensive to maintain
- D. Disconnected branch offices

**Answer: A**

**Question: 4**

Who determines the maintenance renewal strategy when a Partner has previously sold a maintenance agreement to a non Global / US Named Account? (Choose two.)

- A. The Avaya Direct team owns the maintenance renewal strategy.
- B. The Avaya Telesales team owns the maintenance renewal strategy.
- C. The end-user customer.
- D. The Partner owns the maintenance renewal strategy, which may include a Channel Service Agreement, Partner Support Service / Joint Service Delivery, or Wholesale Maintenance.

**Answer: C, D**

**Question: 5**

A business process consists of a set of steps that an organization typically uses to execute daily business and is \_\_\_\_\_.

- A. Measurable using Key Process Indicators
- B. Measurable using Key Performance Indicators
- C. Measurable using Key Process Instances
- D. Measurable using Key Primary Indicators

**Answer: A**

**Question: 6**

Which are the three basic functions of the Communication Manager Software?

- A. PBX functionality, Contact Center functionality, Mobility Server
- B. PBX functionality, Mobility Server, IP Softphone
- C. Mobility Server, Contact Center functionality, DoS Protection Server
- D. Contact Center functionality, PBX functionality, SIP Enablement

**Answer: A**

**Question: 7**

In the Contact Center portfolio, how does Avaya solve this customer problem: Inability to make good decisions on behalf of customers and to provide personalized customer service?

- A. Access to actionable customer data through a single database and reporting platform
- B. Ability to extend applications outward through the enterprise
- C. Access convenient communications capabilities to find and reach people more effectively
- D. Best practice use of technology

**Answer: A**

**Question: 8**

Avaya will have direct resources assigned for primary coverage for which two of the following account types? (Choose two.)

- A. Non Global / US Named
- B. US Named
- C. Global
- D. All account types

**Answer: B, C**

**Question: 9**

Which enterprise is defined by having over 1000 users, multiple locations, are often multinational, and have complex business models?

- A. Very-small-sized
- B. Small-sized
- C. Mid-sized
- D. Large-sized

**Answer: D**

**Question: 10**

SIP is a key enabler of intelligent communications because it allows for monitoring of \_\_\_\_\_.

- A. Presence
- B. Metrics
- C. Call volume
- D. Process

**Answer: A**