



ExamKiller.net
World's NO.1 IT Certification Website

Pass Any IT Exam At First Try . No Pass No Pay! www.examkiller.net

| | | | | |
|--------------------------------|-------------------------------|-------------------------------|---------------------------------|-------------------------------------|
| <input type="checkbox"/> MCSE | <input type="checkbox"/> CCNA | <input type="checkbox"/> CCNP | <input type="checkbox"/> HP | <input type="checkbox"/> Oracle 10i |
| <input type="checkbox"/> Apple | <input type="checkbox"/> BEA | <input type="checkbox"/> IBM | <input type="checkbox"/> Nortel | <input type="checkbox"/> Symantec |

Exam Questions

Online Test Engine

Study Guide

Audio Training

CATEGORIES

Hot Vendor: Cisco Microsoft Oracle Avaya Altiris Apple IBM Nortel RSA Veritas Business Objects EMC Juniper

ExamKiller Inc.
Exam Questions Features

Based on the Real Exam Questions. Exhibits, Drag&Drop and Simulation Questions Included.

Study Guides are Constantly Updated To Reflect Current Exam Information!

Technical support available to answer your technical questions and queries.

Study Guides are provided in the universally accepted Adobe PDF format. No installation and no viruses. Easy to read and print.

Free 3 months Updates. No risk, 100% Money Back Guarantee.

Avaya 132-S-1002.3

Avaya Sales Certification

Practice Questions and Answers

By: ExamKiller Inc.

www.examkiller.net | support@examkiller.net

PLEASE READ:

ExamKiller's Industrious professionals have carefully designed and compiled this Practice Q&A for you. This Q&A aims at bringing the in-line ideas and concepts behind every question. It is better than other Practice Q&A because it's based in the Real Test Center. The answers to each question in this Q&A are not only exact and accurate but are verified as well. Some Q&A has explanations given in. They are written by the best people in industry enhancing your knowledge and learning experience. Instead of memorizing, our Q&A is made to make you understand things. You can read it a couple of times to increase your speed of exam attempt and comprehension.

All of our Q&As are updated regularly with changing exam objectives so keep an eye on the latest version of this Q&A to get the most updated and most accurate Q&A in line with the latest Exam objectives.

We welcome all your suggestions regarding this Q&A which can help us make this better for you. Please note down that the copy of this Q&A delivered by ExamKiller is only for your personal use and not for distribution. This Q&A is protected by US Copyright laws and any violation found may be dealt with legal action.

We thank you again for buying this Q&A product from us and we promise to continue serving you in future for all your Certification Training needs.

Promising your success,

ExamKiller

Technical Support Team

Session: 49 Questions

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

Correct Answers: C

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

Correct Answers: C

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

Correct Answers: A

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.

Correct Answers: C, D

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

Correct Answers: A

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
Correct Answers: A

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

Correct Answers: A

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

Correct Answers: B, C

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

Correct Answers: D

10. SIP is a key enabler of intelligent communications because it allows for monitoring of _____.

A: presence
B: metrics
C: call volume
D: process

Correct Answers: A

11. Which organizations within Avaya are necessary to map our customers' business requirements to technology and delivery models?

A: Avaya Sales Operations and Channel Partners
B: Avaya Global Services consultants and the Applications Sales Team
C: Avaya Global Sales & Marketing and Avaya Finance
D: Avaya Telesales and DevConnect Partners

Correct Answers: B