

IT 认证电子书



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Exam : **2M00001A**

Title : Selling Avaya Contact
Center Solutions for IP
Office APSS Online Test

Version : DEMO

1.Which is an IP Office-based Midmarket contact center solution? (Selectone.)

- 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

Explanation:

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

2.Which is an IP Office-based Midmarket contact center solution? (Selectone.)

- A. Avaya Automated Chat
- B. Avaya AuraRegister Contact Center Suite for Midsize Enterprise
- C. Avaya IP Office Contact Centre'
- D. Avaya Interaction Center

Answer: B

Explanation:

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

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

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

Answer: C

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

4.Which is a supported language for Avaya IP Office Contact Center? (Select one.)

- A. Italian
- B. English
- C. German
- D. Latin Spanish
- E. French
- F. Brazilian Portuguese

Answer: B

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

- A. Up to 100 ActiveVoiceAgents with IP Office Server Edition
- B. Up to 30 Active Multichannel Agents with IP500v2
- C. Up to 250 Active Voice Agents with IP Office Server Edition
- D. Up to 1,000 Active Multichannel Agents with IP500v2

Answer: A,B