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Exam : **2M00001A**

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

Vendor : Avaya

Version : DEMO

NO.1 Which are three characteristics of the typical business with fewer than 2,000 Employees/30 to 250 Agents? (Select three.)

- A. IT is the buyer or strong influencer
- B. The business believes that contact center capabilities are essential
- C. The business applies technology to address a business problem
- D. The CEO/Owner is most likely the buyer
- E. The business lacks technical knowledge

Answer: A,D,E

NO.2 Which are four Avaya Proof Points that can help you support why Avaya is the right company with which to do business? (Select four.)

- A. Avaya offers complete solutions for midsize businesses - built on its proven IP Office software platform - rich unified communications, video collaboration, contact center, and more.
- B. Avaya always comes in with the lowest price tag for all their contact center solutions.
- C. Avaya is the market leader in customer experience management and contact center solutions, with more than 50,000 deployments supporting 6 million agents.
- D. Avaya multichannel capabilities, agent productivity tools, and end-to-end portfolio of fit for purpose applications outperform competitors.
- E. Avaya has more than 375,000 Avaya IP Office systems deployed in businesses worldwide, for more than a decade of experience and customer feedback to guide development.

Answer: A,C,D,E

NO.3 Which are two CXO or Business Owner Pain Points that midsize businesses face? (Select two.)

- A. Multichannel contact center capabilities are now a basic requirement, along with queuing, routing, tracking, and reporting of inbound, outbound, and blended calls.
- B. Midsize businesses have many of the same customer experience aspirations as large enterprises, but with far smaller budgets.
- C. End customers want to interact with the business through the channels they choose and have a seamless experience across multiple channels.
- D. Midsize businesses find that their existing basic automated call distribution (ACD) and reporting systems are no longer meeting their business requirements.

Answer: B,D

NO.4 Which are four midsize contact center customer pain point? (Select four.)

- A. Many midsize contact centers have basic automated call distribution (ACD) and reporting - which is no longer meeting their center's requirements
- B. Many midsize contact centers have IT resources that consist of a limited staff of generalists
- C. Midsize contact centers have many of the same customer experience aspirations as large enterprises, but with far smaller budgets
- D. Midsize contact centers have sophisticated contact center capabilities but lack the desire to use them to their full potential
- E. Midsize contact centers' end customers want to interact with the business through the channels they choose

Answer: A,B,C,E

NO.5 If a customer answers yes to the question: "Is your primary contact center need voice communications, with multichannel capabilities desirable?" Which solution should you guide them toward?

- A. Avaya Contact Center select
- B. Avaya Outbound Contact Express
- C. Avaya IP Office Contact Center

Answer: C

NO.6 Which are four business attributes where you should propose Avaya Contact Center Select to a business? (Select four.)

- A. The business requires English-only support
- B. The business needs blended multichannel
- C. The business needs to respond or initiate social media interactions
- D. The business considers the contact center as mission critical
- E. The business requires feature richness

Answer: B,C,D,E

NO.7 Which are three buying behaviors of typical midmarket customers? (Select three.)

- A. The business has minimal IT support, and are risk adverse
- B. The business makes de-centralized purchase decisions
- C. The business' environment is complex, customized multi-vendor, highly scaled integration critical
- D. The business has extensive internal IT support with outsourcing
- E. The business makes centralized purchase decisions
- F. The business uses limited customization, 1-2 Vendors

Answer: A,C,D

NO.8 Which is an IP Office-based Midmarket contact center solution? (Select one.)

- 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

Reference:

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