



132-S-100

(Avaya Sales Certification Specialist)

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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.)

2

- A. The Avaya Direct team owns the maintenance renewal strategy.
 - B. The Avaya Telesales team owns the maintenance renewal strategy.
 - C. The end-user owns the maintenance renewal strategy.
 - D. The Partner owns the maintenance renewal strategy.
- ... a Channel Service Agreement, Partner Maintenance.

Answer: C, D

Question: 5

A business process that is used to execute daily business and is measurable is called a KPI.

- A. Measurable user experience
- B. Measurable user engagement
- C. Measurable user satisfaction
- D. Measurable user retention

Answer: A

Question: 6

Which are the three core Avaya software?

- A. PBX functionality
- B. PBX functionality
- C. Mobility Server
- D. Contact Center

Answer: A

Question: 7

In order to make general service?

- A. Access to actionable data on a reporting platform
- B. Ability to extend applications
- C. Access convenient communication and reach people more effectively
- D. Best practice use of technology

Answer: A

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