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Exam : **132-S-100**

Title : Avaya Sales Certification Specialist

Version : Demo

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

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

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 systemsthat are expensive to maintain
D. Disconnected branch offices
Answer: 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.
Answer: 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
Answer: 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, IPSoftphone
C. Mobility Server,Contact Center functionality, DoS Protection Server

D. Contact Center functionality, PBX functionality, SIP Enablement
Answer: 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
Answer: 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
Answer: B,C

9 .Which enterprise is defined by having over 1000 users, mulitple locations, are often multinational, and have complex business models?
A. Very-small-sized
B. Small-sized
C. Mid-sized
D. Large-sized
Answer: 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
Answer: A