

APSS 2M00001A

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

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Questions**

<https://certs4sale.com/avaya/2m00001a-pdf-exam-dumps>

Question: 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:

Reference:

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

Question: 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:

Reference:

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

Question: 3

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

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

Answer: C

Explanation:

Reference:

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

Question: 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

Question: 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

Question: 6

Which are reporting capabilities for Avaya Contact Center Solutions for IP Office? (Select two.)

- A. Deliver enterprise-wide reporting that handles dashboard reporting and realtime analytics for full, end-to-end performance management.
- B. Collect and evaluate statistical data on a contact from beginning to end. including voice calls, email, chat, SMS, and fax.
- C. Capture details on inbound and outbound contacts, to enable analysis and optimization of network trunks and agents.
- D. Provides cradle-to-grave reporting enabling visualization of call flow data using flow graphs, dashboards, and tabular reports.

Answer: B, D

Question: 7

Identify the supervisor capacities for Avaya IP Office Contact Center with IP500v2. (Click and drag the correct option to the space below.)

- A. 50
- B. 30

C. 100

Answer: B

Explanation:

Reference:

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

Question: 8

Identify the supervisor capacities for Avaya Contact Center Select with IP Office Server Edition. (Click and drag the correct option to the space below.)

A. 100

B. 30

C. 50

Answer: B

Explanation:

Reference:

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

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