

Avaya 2M00001A Exam

Volume: 71 Questions

Question No : 1

When meeting with a prospect they say: * I don't want to run my contact center on a small business system like IP Office." Which statement could help you overcome this customer's objection? (Select one.)

A. Really? Have you seen the results from "The Autonomous Customer 2013" survey? Their findings show how customers want to do business with businesses that make it easy to do business. Your customers don't necessarily want to call you and have just anyone helping them. Customers want to spend the least amount of time possible getting the answers they are looking for and we can help you make that happen.

B. What if we could transform your costly voice interactions into a lower cost to serve business model and at the same time help you generate additional revenue? Businesses use web chat for both sales and support situations. In fact, web chat is one of the lowest cost contact channels available to businesses today. With a lower cost structure and the opportunity for new revenue, you can potentially increase your profitability this would mitigate the upfront cost of replacing your current solution.

C. What if I told you that Avaya has transformed IP Office and expanded our offerings to serve midsize businesses like yours? Our solutions provide businesses a scalable, redundant, and resilient system capable of handling demanding environments. Furthermore, our Contact Center solutions are based on existing solutions with years of mission-critical deployment experience.

D. Are you sure you are comparing apples to apples? You need to look at the total cost for an accurate comparison. Capabilities such as call recording are included as part of Avaya solution (including IP Office licensing), but may be an additional cost with a competitor.

Answer: C

Question No : 2 HOTSPOT

Match the customer value proposition on the left to the message type on the right. (For each customer value proposition, select the corresponding message type from the drop-down list.)

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IP Office Contact Center Solutions enable blended multichannel capabilities that help improve customer experiences to increase revenue and customer lifetime value, while improving agent efficiency and reducing cost.

-- Select --
Business Owner / CXO Message
Operational Message

IP Office Contact Center Solutions extend Avaya innovation in customer experience management to midsize businesses, with the simplicity and value they require.

-- Select --
Business Owner / CXO Message
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Answer:

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Question No : 3

Identify the supervisor capacities for Avaya Contact Center Select with IP500V2-

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

Answer: C

Question No : 4

True or false?

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The net message for Avaya Contact Center Solutions for IP Office is that midsize businesses can now leverage Avaya customer experience management leadership in a solution that is fit for purpose - simple, yet powerful; with flexible deployment options; easy to use, maintain, and administer, and are all optimized for use with Avaya IP Office software.

- A. True
- B. False

Answer: A

Question No : 5

Scenario:

Avaya is bidding for a telecommunications project with the Government of India ("GOI") through one of its Partners. The GOI official who is in charge of the tender requests that the Partner arrange a site visit to Avaya premises to check out our facilities. This is part of the bidding process which authorizes the concerned department to undertake a capability study of all the bidders. The Partner and Avaya take the three (3) member GOI team on a tour of Avaya facilities and conduct a demo of our core offerings. At the end of the demo. Partner and Avaya serve refreshments i.e. tea/coffee and biscuits for the GOI team. Have the Partner and Avaya conducted themselves in compliance with Avaya policy?

- A. Yes, because there was nothing wrong with facilitating the above since it was arranged pursuant to a legitimate government process (of reviewing bidder capabilities).
- B. No. because by hosting government officials, both the Partner and Avaya attempted to influence the government to secure a favorable response bid response.

Answer: A

Question No : 6

Scenario:

In connection with a CCT implementation project for the Government of Mourito, Avaya has partnered with a leading Distributor in the country. Avaya is required to import certain telecom equipment into Mourito, Avaya arranges for the shipment and same reaches Mourito port. In order to release the shipment, a no-objection letter is required from the customs unit in charge of the port. This is standard operating procedure in Mourito vis-a-vis overseas shipments. Typically, it takes about 7-14 working days to receive the letter. The Distributor, citing project exigency, pays a sum of \$150 to a senior customs official and obtains the NOC. What prompts the Distributor to make the payment is that facilitation payments are customary and legal in Mourito. What breach, if any, has the Distributor committed?

- A. The Distributor has breached Avaya's policy since Avaya prohibits facilitation payments.

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B. None, the payment made by the Distributor constituted facilitation payment which is customary under the laws of Mourito.

Answer: A

Question No : 7

Identify the supervisor capacities for Avaya IP Office Contact Center with IP500v2.

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

Answer: B

Question No : 8

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

Question No : 9

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

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F. The business uses limited customization, 1-2 Vendors

Answer: A,C,D

Question No : 10

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

Question No : 11

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

Question No : 12

Which are two CXO or Business Owner Pain Points that midsize businesses face? (Select two.)