

# PASSTCERT

QUESTION & ANSWER

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**Exam** : **132-S-1002.3**

**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 systems that 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, IP Softphone
- 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, multiple 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