

Exam Code: 132-S-1002.3

Exam Name: Avaya Sales Certification Specialist

Vendor: Avaya

Version: DEMO

Part: A

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

Correct Answers: 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

Correct Answers: 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

Correct Answers: 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.

Correct Answers: 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

Correct Answers: 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

Correct Answers: 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

Correct Answers: 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

Correct Answers: 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

Correct Answers: 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

Correct Answers: A

11: Which organizations within Avaya are necessary to map our customers' business requirements to technology and delivery models?

- A.Avaya Sales Operations and Channel Partners
- B.Avaya Global Services consultants and the Applications Sales Team
- C.Avaya Global Sales & Marketing and Avaya Finance
- D.Avaya Telesales and DevConnect Partners

Correct Answers: B

12: Which of these companies is NOT currently a major competitor to Avaya in the UC space?

- A.EDS
- B.Cisco
- C.Microsoft
- D.Siemens

Correct Answers: A

13: When can Avaya refer an opportunity to another Partner?

- A.When Avaya determines they prefer a different partner to have the opportunity
- B.The Partner does not follow the requirements for Avaya content, Avaya Product, Avaya Maintenance, and first right of refusal on other services
- C.Avaya has the right to refer an opportunity to a new partner at any time since Avaya always owns the leads they send out
- D.The Partner is offering a competitor's product to replace an existing Avaya call processing hardware or software product

Correct Answers: D

14: Who is the final arbiter for selecting the channel of distribution to procure solutions and services?

- A.The Avaya Channel Manager Executive
- B.The Channel Partner SVP
- C.The End-User
- D.The Avaya Client Executive

Correct Answers: C

15: What is the Avaya strategy regarding marketing and selling to Territory Accounts?

- A.To market and sell to US Named Accounts through a direct sales strategy with moderate involvement from Partners
- B.To market and fulfill the Avaya solutions primarily through Partners, utilizing an indirect strategy
- C.To market and sell to US Named Accounts only through telesales
- D.To market and sell to US Named Accounts only through a direct sales strategy

Correct Answers: B

16: What is the main characteristic of Deal Registration?

- A.The application used by Partners to register a customer/account to a Partner.
- B.The primary application used by Certified Channel Partners to register new front-market sales opportunities
- C.The application used by Avaya and Channel partners to submit complaints regarding each other's conduct
- D.The delivery mechanism for Avaya to send new territory opportunities to Partners

Correct Answers: B

17: Although it is the Avaya strategy to market directly to Global Accounts, the CEO at a Global

Account would prefer to do business with an Avaya Partner.

Who will determine how the end-user will be served?

- A.The Partner
- B.The End-User
- C.Avaya
- D.The Partner and Avaya

Correct Answers: B

18: The use of Business Advocate in a Contact Center can account for which of the following?

- A.Higher agent occupancy
- B.Longer call delays
- C.More frequent transfers and conferences
- D.Higher turn-over rate

Correct Answers: A

19: Which is a possible consequence if a Partner does not obtain formal written approval prior to selling Avaya stand-alone maintenance renewals to a US Named Account or Global Account?

- A.The Partner's relationship to Avaya may be terminated immediately.
- B.The Partner may lose the commission and/or revenue credit on the account.
- C.There are no real consequences for not obtaining prior approval since obtaining prior approval is only a procedural guideline.
- D.There are no consequences since the policy for Global and US Named Accounts is the same as for a Territory account.

Correct Answers: B

20: Under what circumstance may Avaya or one of its Partners actively solicit business from each other's existing customers where the customer has NOT issued an RFP?

- A.A Partner executive has an established personal relationship with an executive from the customer who is seeking services
- B.The end-user has indicated they are unhappy with their service support
- C.The relationship is between the Partner and a Global or US Named Account
- D.The business has been won in violation of the Sales Engagement Principles

Correct Answers: C D