

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