

# QUESTIONS & ANSWERS

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**Avaya**

# 132-S-100

*Avaya Sales Certification Specialist*



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- A. Areas where we cannot affect business processes
- B. Avaya's key strengths in CEBP
- C. Cisco's SONA software
- D. Part of BEA's MicroServices Architecture

**Answer: B**

**QUESTION: 43**

What type of enterprise is the Avaya Distributed Office solution perfect for?

- A. Medium-sized enterprises that have growth potential
- B. Large enterprises with multiple branches
- C. Small enterprises with a few remote workers
- D. Distributed Office is built to fit any enterprise

**Answer: B**

**QUESTION: 44**

The Avaya "Flatten, Consolidate and Extend" value proposition means \_\_\_\_\_.

- A. Deploying separate stand-alone communications systems in every location across the enterprise
- B. Investing more heavily in the infrastructure
- C. Addressing only telephony applications, but handling contact centers separately
- D. Moving from a group of loosely connected standalone systems to a centralized application approach

**Answer: D**

**QUESTION: 45**

What is a key Unified Communications value message for a "Road Warrior" type of worker?

- A. Making the mobile device an extension of the deskphone

- B. Control of telephony
- C. Intuitive interfaces allowing a seamless shift between locations
- D. Use of dual-connect phone

**Answer:** A

**QUESTION:** 46

Which two Avaya solutions should you use when customers find employees unreachable or unproductive at the office and have IT departments having increasing difficulty controlling mobility, spending, and usage? (Choose two.)

- A. Embed mobility applications into core IP Telephony software.
- B. Provide cell phones to each mobile employee
- C. Extend customer announcements, voicemail greetings, and other applications.
- D. Utilize speech access to satisfy the individual's requirements

**Answer:** A, C

**QUESTION:** 47

Which is NOT a top business imperative in the IPT marketplace?

- A. Managing and maintaining multiple, non-integrated systems
- B. Needing consistent service/delivery at branch or remote locations
- C. Needing advanced communications tools to compete effectively
- D. Implementing the latest new technology

**Answer:** D

**QUESTION:** 48

Unified Communications solutions represent \_\_\_\_\_ of Avaya's estimated addressable market

- A. 15%
- B. 27%

- C. 33%
- D. 41%

**Answer:** D

**QUESTION:** 49

Which section of the Solution Messaging Card is best described by where Avaya lists specific details and how a problem manifests itself at the individual level?

- A. Solution linkage
- B. Business impact
- C. Trend relevance
- D. Potential pains
- E. Metrics proof of value

**Answer:** D

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