

# 37820X<sup>Q&As</sup>

37820X - Avaya Midsize Solution Design

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**QUESTION 1**

Refer to the Scenario: HandH Tick.

**Scenario: H&H Ticket**

H&H Ticket is a ticket booking company that wants to replace their aging DEFINITY® system. H&H books tickets for customers for air travel, train travel, as well as, movie and theater tickets.

They are looking for an enhanced contact center solution that accepts multiple channels of communication; including voice and email. Their representatives take bookings in the office and remotely. The representatives need to consult other H&H Ticket associates frequently.

There are six contact center locations; A, B, C, D, E, and F, where they support a follow-the-sun operation. At any one time 3 locations are online. There is a main location with 120 agents, a location who is ending their day and finishing up calls with 40 agents and a location that is starting their day and taking overflow calls with 60 active agents.

They need to have secure, resilient communications since their business is booking tickets which requires payment and must be PCI DSS (payment card industry data security standard) compliance. H&H would like to reuse their present infrastructure which includes: Nutanix, Active Directory and a Wi-Fi network. They are using Microsoft Exchange and Salesforce.com and would be interested in any integration.

The main location has 120 agents, of which 10% are remote/mobile, 5 supervisors, 3 managers, 6 office staff, 4 IT or 138 total users.

Each of the five remote locations has 120 agents, of which 10% are remote/mobile, 5 supervisors, 1 manager, 3 office staff or 129 total users.

For SIP trunking use a ratio of 3 users per session since the users are primarily contact center agents.

Based on the HandH Ticket scenario, which in Border Controller for Enterprise (SBCE) deployment would you recommend to provide secure, resilient SIP communications for Internal and mobile/remote representatives?

- A. A high availability deployment on three Dell servers
- B. A high availability deployment on two Dell servers
- C. A high availability deployment on two Portwell Cad servers
- D. A virtualized high availability Hyper-V deployment

Correct Answer: C

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## QUESTION 2

You are working with a customer to migrate them to an Avaya Midsize solution with IP Office™. They have nine existing analog trunks that each cost \$40 per month. You want to determine if it would be cost effective to go to digital trunking using a T1/E1 at a cost of \$400 per month. Although the analog monthly line charges are less, what else would need to be taken into consideration to look at the total cost difference?

- A. Analog devices, such as a classic fax machine, attached to the IP Office require analog trunks.
- B. Digital trunking requires an SBCE for security.
- C. The cost for nine analog trunk ports versus a single digital trunk port.
- D. Digital trunking needs VCM channels and analog trunks do not-

Correct Answer: A

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## QUESTION 3

Refer to the Scenario: IT-FAC.

**Scenario: Island Tropics Family Amusement Center (IT – FAC or IT)**

This tropical themed entertainment destination is family-owned and located near the Three Rivers ranch. Guests spend as little as an hour or possibly all-day relaxing and enjoying the rides, food, games, mini-golf and laser tag. They offer packages for birthdays, reunions, company outings, and parties. Their competition is from bowling alleys, ice and roller skating rinks, and movie theaters. They are replacing an existing Toshiba system that has digital and analog telephones.

Below is the existing telephone information. IT – FAC has a small group of inside and outside sales staff that takes reservations and helps their potential guests plan parties and events. Calls that do not call directly into sales go through the operator. IT is open 11 hours a day and the operator position is staffed 12 hours a day.

Family, executives, and office staff - 10 telephones  
Sales representatives and manager – 6 telephones  
General – 125 telephones (75 are walk-up/convenience telephones)  
Maintenance, grounds, security (mobile support staff) – 15 telephones  
Operator – 1 telephone  
Analog FAX machine – 1 telephone

With their new IP Office™, you decide to propose twinning to the mobile users. To twin external calls from the IP Office to these mobile users, on-premise or off-premise, requires two trunks; incoming and outgoing. To support 10 simultaneous calls requires 20 trunks. In addition to the number of trunks required to extend calls, what other design issue must be considered?

- A. The incoming and outgoing trunk must be digital.
- B. The Incoming trunk can be analog or digital and the outgoing trunk must be digital.
- C. The incoming and outgoing trunk can be analog or digital.
- D. The incoming trunk must be digital and the outgoing can be analog or digital.

Correct Answer: D

**QUESTION 4**

You are proposing an Avaya Midsize solution with 200 agents, 10 supervisors, 225 non-agent UC users,

and 200 non-agent Telephony users.

How many Telephony users and UC users would be Included In your Bill of Materials?

- A. 410 Telephony users and 225 UC users
- B. 210 Telephony users and 425 UC users
- C. 200 Telephony users and 435 UC users
- D. 400 Telephony users and 235 UC users

Correct Answer: C

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#### QUESTION 5

You have completed your design for a customer who needs two analog lines for fax, reusing 50 digital telephones from their old system, 425 IP telephones (200 from their old system and 225 new), and 50 new SIP mobile users.

Based on this configuration of endpoints and users, which ports are required?

- A. Two analog ports and 50 digital ports In a IP Office 500 V2 gateway and an IP Office server, 225 customer provided PoE ports In a Layer 2 switch
- B. Two analog ports and 50 digital ports in a IP Office 500 V2, 475 customer provided PoE ports In a Layer 2 switch
- C. Two analog ports and 50 digital ports In a IP Office 500 V2 gateway and an IP Office server, 425 customer provided PoE ports in a Layer 2 switch
- D. Four analog ports and 50 digital ports In a IP Office 500 V2, 425 customer provided PoE ports In a Layer 2 switch

Correct Answer: A

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