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# 132-S-100

**Avaya**

*Avaya Sales Certification Specialist*

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**Question: 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**

**Question: 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**

**Question: 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**

**Question: 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**

**Question: 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**



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