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Exam : **2M00001A**

Title : Selling Avaya Contact Center Solutions for IP Office APSS Online Test

Version : DEMO

1.Which is an IP Office-based Midmarket contact center solution? (Selectone.)
A. Avaya Automated Chat
B. Avaya Contact Center Select
C. Avaya Aura Register Call Center Elite for Midsize Enterprise
D. Avaya Interaction Center
Answer: C
Explanation:
http://www.avaya.com/usa/product/avaya-aura-solution-for-midsize-enterprise/

2.Which is an IP Office-based Midmarket contact center solution? (Selectone.)
A. Avaya Automated Chat
B. Avaya AuraRegister Contact Center Suite for Midsize Enterprise
C. Avaya IP Office Contact Centre'
D. Avaya Interaction Center
Answer: B
Explanation:
http://www.avaya.com/usa/product/avaya-aura-solution-for-midsize-enterprise/

3.Identify the supervisor capacities for Avaya Contact Center Select with IP500v2?
A. 100
B. 50
C. 30
Answer: C
Explanation: http://www.activ8avaya.com/ip-office/avaya-contact-center-select-key-highlights-accs/

4.Which is a supported language for Avaya IP Office Contact Center? (Select one.)
A. Italian
B. English
C. German
D. Latin Spanish
E. French
F. Brazilian Portuguese
Answer: B

5.Which are the correct capacities for Avaya IP Office Contact Center? (Select two.)
A. Up to 100 ActiveVoiceAgents with IP Office Server Edition
B. Up to 30 Active Multichannel Agents with IP500v2
C. Up to 250 Active Voice Agents with IP Office Server Edition
D. Up to 1,000 Active Multichannel Agents with IP500v2
Answer: A,B