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# Avaya Aura Contact Center Solution Design Exam

## Avaya 33810X

## Version Demo

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QUESTION NO: 1

There are several factors why customers will buy from Avaya which Include:

•The sales person understand their business.

•The sales person being perceive as a trusted adviser.

•The proposal contains real value in a manner relevant to them.

What are two additional factors? (Choose two,)

**A.** The proposal value Is obvious, so It is not discussed.

**B.** Avaya can deliver what has been promised.

**C.** Avaya solution Is technologically better or equivalent to other proposals but less expensive.

**D.** The executive summary section of the proposal highlights the solution features.

**ANSWER: B C**

**Explanation:**

Customers need confidence that the selected supplier will successfully implement, support, and sustain the promised outcome. Therefore, *Avaya can deliver what has been promised.* is a key buying factor: credibility depends not only on understanding the customer and presenting relevant value, but also on demonstrating delivery capability, implementation expertise, and dependable ongoing support. Avaya positions its customer-experience portfolio around helping organizations deliver practical business outcomes through its communications and contact-center solutions.

*Avaya solution Is technologically better or equivalent to other proposals but less expensive.* is also a buying factor because customers assess competitive value. When a solution meets or exceeds the required technical capability while reducing acquisition, implementation, or operating cost, it provides a compelling commercial justification. This aligns with value-based selling: the proposal must connect solution capability to the customer's desired outcomes and make the investment case credible. Avaya's solution information emphasizes customer-experience capabilities, deployment flexibility, and operational value that organizations can evaluate against their requirements and alternatives. See Avaya Contact Center solutions and Avaya Resources.

**QUESTION NO: 2**

The IT manager wants a powerful tool that can adapt and modify the contact flow in AACC-

Which tool is used to change the contact flow in AACC?

**A.** Contact Center Server Utility

**B.** Contact Center Orchestration Designer

**C.** Contact Center Manager Administrator

**D.** Contact Center Manager Multimedia Administrator

**ANSWER: B**

**Explanation:**

Contact Center Orchestration Designer is the AACC tool used to create, adapt, and modify contact flows. It provides a graphical design environment in which administrators and contact-center designers can model how interactions are handled, including the sequence of routing, treatment, decision, and integration activities that make up a customer journey. This orchestration capability is intended to make contact-flow changes more manageable than manually maintaining complex logic, while allowing the organization to respond to changing business requirements and service designs.

In an Avaya Aura Contact Center deployment, the designer is specifically associated with defining the flow of contacts through the solution. A designed flow can express the operational handling required for an interaction and can be revised as routing policies, self-service requirements, or business processes change. This directly matches the requirement for a powerful tool that can adapt and modify the contact flow. Avaya identifies Aura Contact Center as a solution for designing and managing customer interactions; product and support resources are available through Avaya Aura Contact Center and the Avaya Support portal.

## QUESTION NO: 3

A Contact Center supervisor needs to identify agents who are available, busy, or in another current state without reviewing individual agent records.

Which AACC real-time display supports this requirement?

**A.** Agent Maps

**B.** License Manager

**C.** Contact Center Orchestration Designer

**D.** WebLM

## ANSWER: A

**Explanation:**

**Agent Maps** is correct because it provides a visual representation of agents and their current states. This helps supervisors assess resource availability quickly and identify agents who may require attention during daily operations.

Real-time displays support operational decisions such as monitoring workloads, responding to queue conditions, and managing agent availability. Agent Maps is intended for at-a-glance visibility of agent status, whereas historical reports are used to analyze completed activity over time. See Avaya Aura Contact Center Support for release-specific reporting documentation.

## QUESTION NO: 4

A design specialist is preparing a logical architecture diagram for an Avaya Aura® Contact Center proposal.

Which three elements should the logical architecture diagram show? (Choose three.)

**A.** Major solution applications

**B.** Logical relationships between components

**C.** External integration points

**D.** Individual switch-port assignments

**E.** Server rack-unit positions

## ANSWER: A B C

**Explanation:**

**Major solution applications**, **logical relationships between components**, and **external integration points** are appropriate elements for a logical architecture diagram. This diagram communicates the principal functional entities in the solution and the way they interact, without focusing on detailed physical implementation.

For example, the diagram can show the contact-center platform, agent desktops, reporting applications, media resources, and customer business systems as logical nodes with their relevant relationships. Server rack positions, cable identifiers,

and individual switch-port assignments belong in a detailed physical or network design rather than in the logical architecture view. See the Avaya Documentation Portal for product architecture and deployment resources.

## QUESTION NO: 5

AACC interoperates with which two different Avaya applications? (Choose two.)

**A.** Avaya Work Force Optimization Select

**B.** Interaction Center

**C.** Proactive Outreach Manager

**D.** Call Back Automated

## ANSWER: A C

**Explanation:**

Avaya Aura Contact Center (AACC) interoperates with **Avaya Work Force Optimization Select** and **Proactive Outreach Manager**. Workforce Optimization Select extends the contact-center environment with workforce-engagement capabilities, helping organizations use contact-center interaction and agent data for functions such as quality management, recording, reporting, and workforce optimization. This interoperability allows the contact-center solution to support operational management of agent performance alongside AACC routing and customer-service functions.

Proactive Outreach Manager interoperates with AACC to support outbound and proactive customer-contact campaigns. This enables organizations to coordinate proactive outreach with contact-center resources and apply campaign capabilities to customer engagements while using AACC as part of the overall customer-service architecture. These integrations reflect AACC's role as a contact-center platform that can connect with complementary Avaya workforce-engagement and outbound-outreach applications. Avaya's Contact Center portfolio information is available at Avaya Contact Center, and official product documentation and interoperability resources are available through Avaya Support.

## QUESTION NO: 6

When upgrading existing AACC Systems, which Avaya Engagement AACC package is available?

**A.** Agent Greeting

**B.** Instant Message

**C.** Resilience

**D.** Geographic Node

## ANSWER: D

**Explanation:**

**Geographic Node** is the available Avaya Engagement AACC package for upgrading an existing Avaya Aura Contact Center system. A Geographic Node extends an established contact-center deployment to an additional, geographically distinct location while retaining the overall AACC solution architecture. This package supports a distributed design in which the additional node can provide local service continuity and operational flexibility for a separate site, while remaining integrated with the existing contact-center environment.

This is relevant during an upgrade because it provides a defined expansion path for customers that already operate AACC and need to introduce another site or location as part of their resilience, business-continuity, or geographic deployment strategy. The package is therefore associated with enhancing an existing AACC installation rather than representing a standalone agent feature. Avaya's Aura Contact Center product information describes the platform's enterprise contact-center capabilities and deployment options, while Avaya's documentation portal provides the applicable product documentation and release-specific implementation guidance. See Avaya Aura Contact Center and Avaya Documentation Portal.

## QUESTION NO: 7

A Contact Center manager wants a fast First Call Resolution, and has requested a Skype for Business client software on Avaya Agent Desktop.

Which statement describes what the Avaya support department needs be prepared to tell the manager?

**A.** Different Presence client software are supported on Avaya Agent Desktop.

**B.** Agent Desktop does not support co-resident Skype for Business client software.

**C.** Microsoft Lync Server are not supported.

**D.** Microsoft Skype Server are not supported.

## ANSWER: B

**Explanation:**

Agent Desktop does not support co-resident Skype for Business client software. Avaya Agent Desktop is a controlled contact-center desktop application whose supported configuration, including co-resident applications, is defined by the applicable Avaya Aura Contact Center release documentation. A Skype for Business client must not be installed and run alongside Agent Desktop as a supported co-resident client. The support team should set that expectation before deployment, because a configuration outside the documented support boundaries can affect desktop stability, media and telephony integration, troubleshooting, and Avaya support entitlement.

The manager's goal of improving First Call Resolution is valid, but it does not change the platform compatibility requirement. A design should use only the presence, collaboration, and agent-assistance integrations explicitly qualified for the deployed Aura Contact Center release, rather than adding an unsupported desktop client. Avaya publishes Aura Contact Center product documentation, release information, and compatibility guidance through its support portal; support personnel should verify the exact release and patch level there before approving a desktop design. See the Avaya Aura Contact Center support page and the Avaya Documentation portal.