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Avaya Aura Contact Center Solution Design Exam

Avaya 33810X

Version Demo

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QUESTION NO: 1

The SIP-enabled AACC Communication Control Toolkit integrates the agents and supervisors within the SIP environment to offer features.

Which application programming interface type is used to publish the CCT functions?

- A. Microsoft .NET
- B. Open Database Connectivity (ODBC)
- C. Open Computing Language (OpenGL)
- D. Simple Direct Media Layer

ANSWER: B

QUESTION NO: 2

Contact Center Multimedia supports a powerful Email Handler.

Which two sub-types of Email attachment files are supported? (Choose two.)

- A. Voice Mail
- B. Instant Messaging
- C. Short Message Service
- D. Web Communication

ANSWER: A B

QUESTION NO: 3

A design specialist has scheduled his first discovery conversation with a customer.

Which three factors would the specialist be able to address with the customer? (Choose three.)

- A. Uncertainty
- B. Fear
- C. Doubt

- D. Anxiety
- E. Worry

ANSWER: B C E

QUESTION NO: 4

A Contact Center manager wants a thin-client desktop with a powerful widget-driven approach.

Which three deployments are allowed for Avaya IX™ Workspaces? (Choose three.)

- A. One-X Agent
- B. Multimedia Contact Server only
- C. Voice and Multimedia Contact Server without Avaya Media Server
- D. Voice and Multimedia Contact Server with Avaya Media Server
- E. Voice Contact Server only

ANSWER: C D E

QUESTION NO: 5

A Contact Center manager wants a first contact resolution with Avaya Agent Desktop

Based on Avaya Breeze®, which solution would Avaya offer with AACC?

- A. Engagement Assistant
- B. Presence Service
- C. Microsoft Lync
- D. Avaya Multimedia Messaging

ANSWER: B

QUESTION NO: 6

An Avaya representative knows the sales cycle, and uses it regularly to get a good understanding of problems and quantify the costs.

Which statement describes the Qualification step?

- A. It proposes, communicates, and agrees upon the detailed solution.
- B. It documents the details, and quantifies the cost.
- C. It is a discussion driver to help draw out and identify the problem(s) to be solved.
- D. It is the final invoice that serves as the formal contract acknowledgement.

ANSWER: D

QUESTION NO: 7

A Contact Center manager knows that a modern agent interface which can deliver all of the relevant customer information, creates a better customer experience.

Which two agent interfaces are supported with AACC Release 7.1? (Choose two)

- A. Avaya IX™ Workplace
- B. Avaya Agent Desktop
- C. Avaya IX™ Workspaces
- D. Avaya one-X® Agent Desktop

ANSWER: B C

QUESTION NO: 8

A customer intends to connect two SIP-enabled AACC on one Avaya Aura® UC Platform.

Which capability is supported in this scenario?

- A. Email and Web Communication
- B. Microsoft Lync Integration
- C. Avaya Presence Service
- D. AACC High Availability

ANSWER: C

QUESTION NO: 9

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: C D

QUESTION NO: 10

The IT manager installed AACC on virtualized servers. Which identifier is used for the creation of licenses?

- A. IP address
- B. MAC address
- C. Host ID
- D. Customer name

ANSWER: D