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QUESTION 1

During a discovery conversation with a satellite television provider, a sales person learned that the business pain point of multi channel contact center capabilities are now a basic requirement, along with queuing, routing, tracking, and reporting of inbound, outbound, and blended calls.

Which value proposition would you use?

- A. Avaya Aura Contact Center solutions enable blended multichannel so businesses can leverage Avaya customer experience management leadership In a solution that is optimized for use with Avaya Aura.
- B. Avaya Aura Contact Center solutions allow businesses to leverage Avaya customer experience management leadership In a solution that Is fit for purpose.
- C. Avaya Aura Contact Center solutions enable blended multichannel capabilities that can help to Improve customer experiences. Increase revenue, and customer lifetime value.
- D. Avaya Aura Contact Center solutions extend Avaya\\'s Innovation In customer experience management to businesses, with the simplicity and value they require.

Correct Answer: C

QUESTION 2

In addition to using open-ended questions, which three questions would a design specialist use when starting with a customer discovery conversation? (Choose three.)

- A. What is the percentage of customer support Issues that are resolved In one call?
- B. What are the agent performance reporting requirements?
- C. Which system support click-to-call from the web?
- D. What are the customer support pain points?
- E. What Is the IVR name?

Correct Answer: BCE

QUESTION 3

Which group offers the AACC Callback Request solution that leverages AACC scripting and web services, as well\\'as the outbound capability of AACC?

- A. Avaya technical staff
- B. Avaya Development team
- C. Avaya Support
- D. Avaya Professional Services



Correct Answer: B

QUESTION 4

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

Correct Answer: AB

QUESTION 5

An IT manager wants a Callback offer leveraging AACC scripting and Web services, as well as the outbound capability of AACC.

What Is this solution called?

- A. Call Completion No Reply (CCNR)
- B. Call Back Assist (CBA)
- C. Call Back Request (CBR)
- D. Call Completion Busy Subscriber (CCBS)

Correct Answer: C

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