



33810X^{Q&As}

Avaya Aura Contact Center Solution Design Exam

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QUESTION 1

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 IXTM Workplace

- B. Avaya Agent Desktop a
- C. Avaya IXTM Workspaces
- D. Avaya one-X Agent Desktop

Correct Answer: BC

QUESTION 2

A sales representative is preparing for a customer presentation with market trends for Avaya Aura Contact Center administration tools and applications.

Which two market trends should be Included? (Choose two.)

- A. Engaging customers on their terms
- B. Customers initiating calls into the Contact Center by telephone only
- C. Evolution of the Contact Center agent
- D. Contact Center data gathered from generic reports only

Correct Answer: AD

QUESTION 3

A design specialist prepares for a customer presentation with a diagram, and needs to understand the differences between Logical and Functional Architecture,

What is the purpose of the Logical Architecture Diagram?

- A. It highlights the logical flow within a network, without describing the physical Interconnection, and It Is ideally suited to explaining call/service flows or other Interactions.
- B. As a highly symbolic layered description of a system based upon different actions or processes, it is commonly used as a reference point for discussion given the lack of details.
- C. It depicts the entire network and its functions as Individual nodes, and It Is highly effective In communicating the totality of a particular concept.
- D. It IS a superset diagram which simultaneously portrays an end-state vision, a design ready for Implementation, the components of the bill of materials, and It is used to accelerate the sales cycle.



Correct Answer: C

QUESTION 4

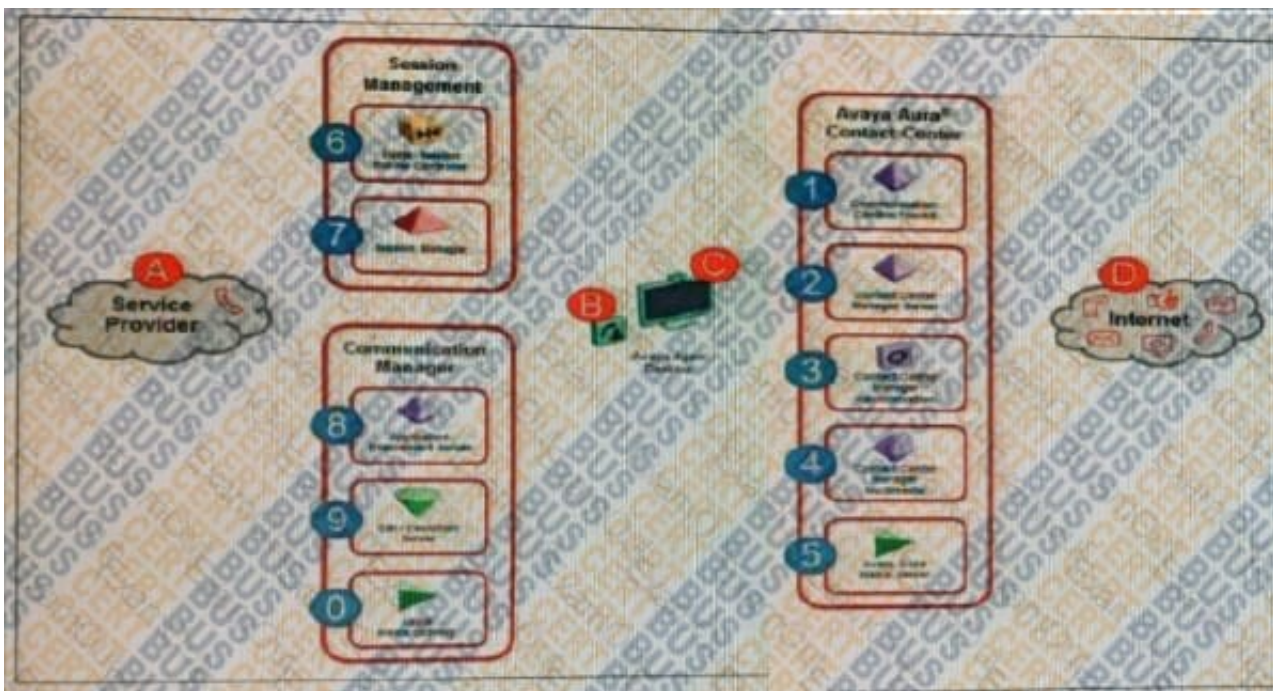
When upgrading existing AACC Systems, which Avaya Engagement AACC package is available?

- A. Agent Greeting
- B. Instant Message
- C. Resilience D. Geographic Node

Correct Answer: D

QUESTION 5

Refer to the exhibit.



AACC allows the use of campaigns for Sales or Marketing purposes. Which statement about Outbound campaigns is true?

- A. Agent Scripts are loaded Into Agent Desktop from the CCMM Database. 4-C
- B. Agent Scripts are loaded Into Agent Desktop from the CCT Database. 1-C
- C. Agent Scripts are loaded Into Agent Desktop from the CCMA Database. 3-C
- D. Agent Scripts are loaded Into Agent Desktop from the CCMS Database. 2-C

Correct Answer: B



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