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QUESTION 1

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

Correct Answer: D

QUESTION 2

An IT manager wants Avaya Breeze because it provides a virtualized and secure application platform for Snap\\Ins.

Which two Avaya Breeze Snap-ins are available with Avaya Aura Contact Center? (Choose two.)

- A. Context Store
- B. Work Assignment
- C. Dialogue Designer
- D. Co-browse

Correct Answer: D

QUESTION 3

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

Correct Answer: B

QUESTION 4



When using a browser to administer the Avaya Aura Contact Center, which browser is supported with CCMA?

- A. Firefox 66.0 32 bit
- B. Google Chrome 74.0 64 bit
- C. Microsoft Edge 64 bit
- D. Microsoft Internet Explorer 11.0 32 bit

Correct Answer: D

QUESTION 5

What should a functional architecture discussion cover?

- A. Network plan of the existing Infrastructure
- B. Bill of Materials to quantify the costs
- C. Customer evolution plans and Avaya solution to their problems
- D. A design of the needed components and Interconnections

Correct Answer: A

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