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QUESTION 1

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

Correct Answer: D

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

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.

Correct Answer: A

QUESTION 4

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

Correct Answer: CD

QUESTION 5

The CEO of a service company wants context rich information that Is Important for better customer experience.

Which development platform allows customers to add new capabilities to their solution?

A. Avaya BreezeTM

B. Avaya Experience Portal Platform

C. Avaya Performance Applications Platform

D. Avaya Applications Platform

Correct Answer: B

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