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QUESTION 1

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 2

AACC has an inbuilt Outbound Management.

Which resource controls the Preview Dialing method?

- A. Manager
- B. Administrator
- C. Supervisor
- D. Agent

Correct Answer: C

QUESTION 3

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

Correct Answer: B

QUESTION 4



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 5

A finance director wants a solution that both answers Inbound calls during peak call times to avoid poor customer experience, and minimizes costs for additional agents.

Which solution meets these customer requirements?

- A. Avaya IX TM Workplace
- B. Avaya Callback Assist
- C. Avaya IX TMM Workspaces
- D. Avaya Agent Desktop

Correct Answer: C

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