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QUESTION 1

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 2

An Avaya representative knows the sales cycle, and uses It regularly to get a good understanding problems and quantify the costs.

Which statement describes the Qualification step?

A. It proposes, communicates, and agrees upon the detailed solution.

B. It documents the details, and quantifies the cost.

C. It Is a discussion driver to help draw out and Identify the problem(s) to be solved.

D. It is the final Invoice that serves as the formal contract acknowledgement.

Correct Answer: D

QUESTION 3

A customer needs an application that is provided free of charge, and allows them to reduce the time required to develop and maintain scripts, workflows, and applications in the Avaya Aura Contact Center.

Which application will meet the customer\\'s requirements?

A. Avaya Control Manager

B. Avaya one-X Agent Desktop

C. Avaya Agent Desktop

D. Avaya Contact Center Orchestration Designer

Correct Answer: C

QUESTION 4

Which Avaya Call Recorder provides Active Parallel Redundancy as option?

A. Avaya Enhanced Contact Recording

B. Avaya Contact Recording

C. Avaya Contact Recording Advanced

D. Avaya Basic Contact Recording

Correct Answer: C

QUESTION 5

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

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