



33810X^{Q&As}

Avaya Aura Contact Center Solution Design Exam

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QUESTION 1

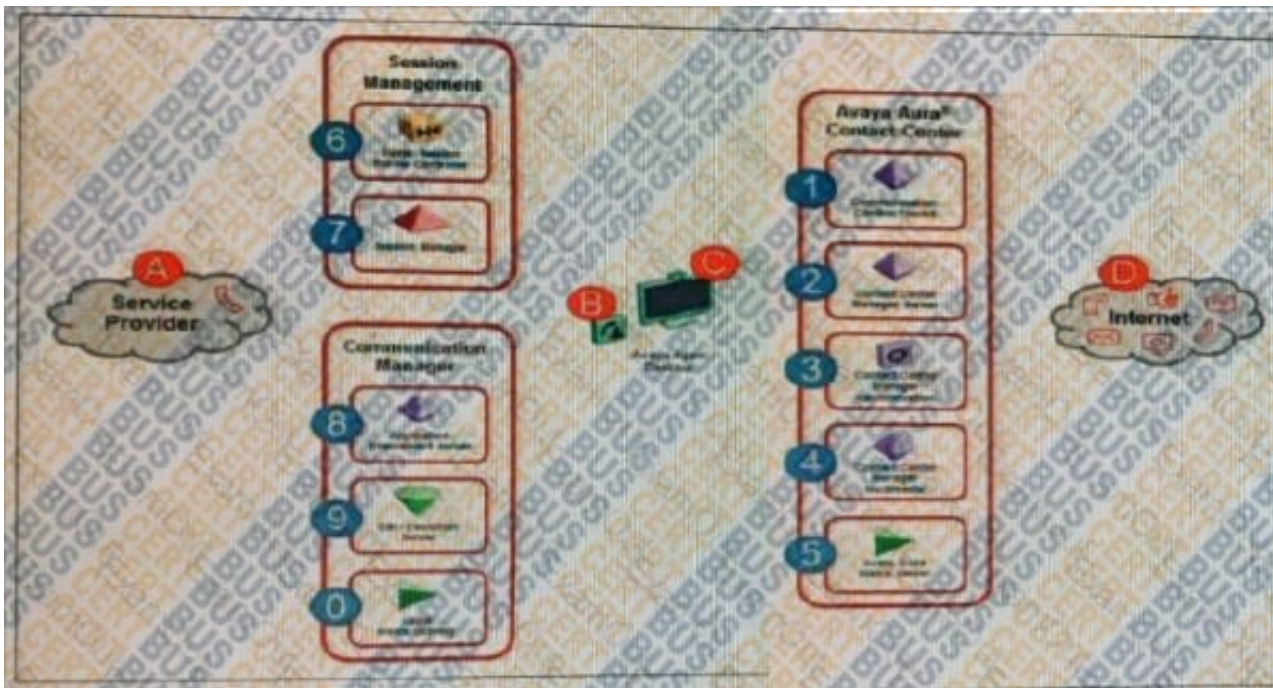
A Contact Center manager wants a thin-client desktop with a powerful widget-driven approach. Which three deployments are allowed for Avaya IX TMWorkspaces? (Choose three.)

- A. One-X Agent
- B. Multimedia Contact Server only
- C. Voice and Multimedia Contact Server without Avaya Media Server
- D. Voice and Multimedia Contact Server with Avaya Media Server
- E. Voice Contact Server only

Correct Answer: CDE

QUESTION 2

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

QUESTION 3

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 4

During the discovery conversation with South Travel Stores, they said they want to leave a chat message for the experts if they are not available.

Which component would the sales person offer South Travel Stores?

- A. Co-browse Snap-In
- B. Multimedia Messaging
- C. Messaging (AAM)
- D. Context Store Snap-In

Correct Answer: D

QUESTION 5

A customer Intends to connect two SIP enabled AACC on one Avaya Aura UC Platform. Which capability is supported In this scenario?

- A. Email and Web Communication
- B. Microsoft Lync Integration
- C. Avaya Presence Service
- D. AACC High Availability

Correct Answer: C



QUESTION 6

The Avaya Aura Media Server (AAMS) delivers a high Soft DSP / Media channel density.

How many Media Processing Units (MPU) can the AAMS provide with a Large Bare Metal Server?

- A. 4450
- B. 2200
- C. 1100
- D. 550

Correct Answer: A

QUESTION 7

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 8

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 9



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 10

There are several factors why customers will buy from Avaya which Include:

The sales person understand their business.

The sales person being perceive as a trusted adviser.

The proposal contains real value in a manner relevant to them.

What are two additional factors? (Choose two,)

- A. The proposal value Is obvious, so It is not discussed.
- B. Avaya can deliver what has been promised.
- C. Avaya solution Is technologically better or equivalent to other proposals but less expensive.
- D. The executive summary section of the proposal highlights the solution features.

Correct Answer: AC

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