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Avaya Aura? Contact Center Solution Design

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Question: 115

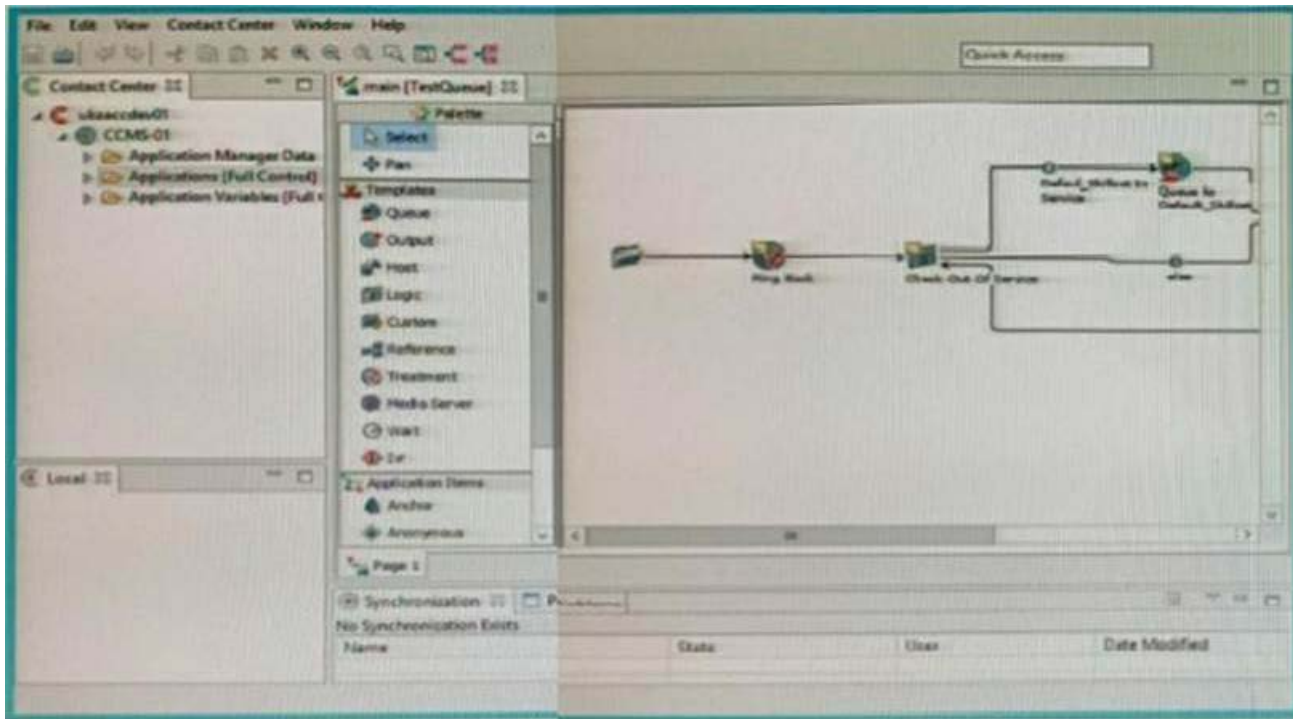
When using a browser to administer the Avaya Aura® Contact Center, which browser is supported with CCMA?

- 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

Answer: D

Question: 116

Refer to the exhibit.



A Contact Center administrator uses different tools and applications In the Contact Center environment.

Which application is shown In the exhibit?

- A. Avaya Agent Desktop
- B. Avaya one-X® Agent Desktop
- C. Agent Map
- D. Avaya Contact Center Orchestration Designer

Answer: D

Question: 117

A design specialist has scheduled his first discovery conversation with a customer.

Which three factors would the specialist be able to address with the customer? (Choose three.)

- A. Uncertainty
- B. Fear
- C. Doubt
- D. Anxiety
- E. Worry

Answer: B,C,E

Question: 118

A sales representative is preparing for a customer presentation with market trends for Avaya Aura® Contact Center administration tools and applications.

Which two market trends should be Included? (Choose two.)

- A. Engaging customers on their terms
- B. Customers initiating calls into the Contact Center by telephone only
- C. Evolution of the Contact Center agent
- D. Contact Center data gathered from generic reports only

Answer: A,D

Question: 119

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

Answer: D

Question: 120

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   Workplace
- B. Avaya Callback Assist
- C. Avaya IX  M Workspaces
- D. Avaya Agent Desktop

Answer: C

Question: 121

A support manager experienced that each Voice Contact runs through an application designed with the Which service controls the pathway through the application?

- A. Task Flow Executor (TFE)
- B. Telephony Services Manager (TSM)
- C. SIP Gateway Manager (SGM)
- D. Telephony Services Manager (TSM)

Answer: D

Question: 122

A design specialist prepares for a customer meeting, and knows that data on the customer, their Industry, and the possible competition, will need to be collected.

Which additional information is also needed?

- A. The salaries of the executives In the meeting
- B. The design diagram for discussion with customer
- C. The Avaya solutions and services Avaya could offer
- D. The model numbers of the existing contact center equipment

Answer: D

Question: 123

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

Answer: B

Question: 124

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

Answer: D

Question: 125

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

Answer: D

Question: 126

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

Answer: C,D

Question: 127

Which three attributes describe the right context of a customer journey experience? (Choose three.)

- A. Specific Report focused
- B. Single Channel driven
- C. Seamless
- D. Personalized
- E. Intelligent

Answer: A

Question: 128

Avaya One Source has orderable quotes for the Greenfield customer and existing customer.

How can a quote from Avaya One Source -Order center be placed as an order?

- A. By using Sales Force Updates
- B. By using Create Proposal SSR
- C. By using Create Order
- D. By using Create Upload Order SSR

Answer: A

Question: 129

AACC has an inbuilt Outbound Management.

Which resource controls the Preview Dialing method?

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

Answer: C

SAMPLE QUESTIONS



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