

# 33810X<sup>Q&As</sup>

Avaya Aura Contact Center Solution Design Exam

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### QUESTION 1

A Contact Center manager knows that a modern agent Interface which can deliver all of the relevant customer information, creates a better customer experience.

Which two agent interfaces are supported with AACC Release 7.1? (Choose two) A. Avaya IXTM Workplace

- B. Avaya Agent Desktop a
- C. Avaya IXTM Workspaces
- D. Avaya one-X Agent Desktop

Correct Answer: BC

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### QUESTION 2

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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### QUESTION 3

During a discovery conversation with a satellite television provider, a sales person learned that the business pain point of multi channel contact center capabilities are now a basic requirement, along with queuing, routing, tracking, and reporting of inbound, outbound, and blended calls.

Which value proposition would you use?

- A. Avaya Aura Contact Center solutions enable blended multichannel so businesses can leverage Avaya customer experience management leadership In a solution that is optimized for use with Avaya Aura.
- B. Avaya Aura Contact Center solutions allow businesses to leverage Avaya customer experience management leadership In a solution that Is fit for purpose.

C. Avaya Aura Contact Center solutions enable blended multichannel capabilities that can help to Improve customer experiences. Increase revenue, and customer lifetime value.

D. Avaya Aura Contact Center solutions extend Avaya's Innovation In customer experience management to businesses, with the simplicity and value they require.

Correct Answer: C

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#### QUESTION 4

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

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#### QUESTION 5

AACC has an inbuilt Outbound Management.

Which resource controls the Preview Dialing method?

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

Correct Answer: C

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#### QUESTION 6

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

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#### QUESTION 7

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

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#### QUESTION 8

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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#### QUESTION 9

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

Correct Answer: D

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**QUESTION 10**

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

Correct Answer: A

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