33810X Q&As

Avaya Aura Contact Center Solution Design Exam

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QUESTION 1

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

Correct Answer: AD

QUESTION 2

AMR Medicure wants to help their consumers If they have trouble doing searches on the AMR Medicure Web pages.

Which solution would meet AMR\\'s requirements?

A. Co-Browsing Snap-In

B. Web Chat Snap-In

C. Presence Snap-In

D. Context Store Snap-In

Correct Answer: B

QUESTION 3

Different CPU and RAM requirements for virtual machines are specified How many Resource Profiles are defined In a virtualized AACC?

A. 4

B. 2

C. 1

D. 3

Correct Answer: A

QUESTION 4

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

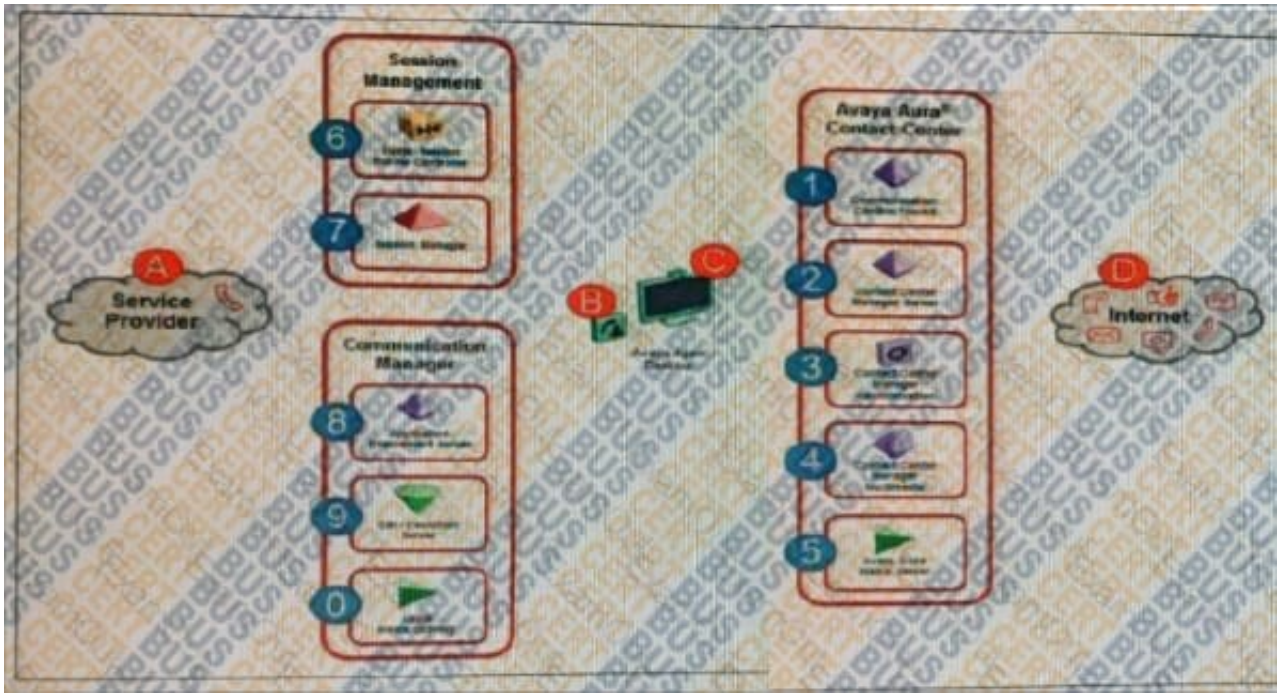
D. Voice and Multimedia Contact Server with Avaya Media Server

E. Voice Contact Server only

Correct Answer: CDE

QUESTION 5

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

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