

33810X^{Q&As}

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QUESTION 1

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

Correct Answer: D

QUESTION 2

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

QUESTION 3

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 4

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

Correct Answer: A

QUESTION 5

An IT manager wants Avaya Breeze TM to use Snap-In to integrate new capabilities into processes.

Which Avaya Breeze TM snap-in is offered to provide a core capability for defining, administering, and executing the end-user customer journey?

- A. Context Store
- B. Co-Browsing
- C. Engagement Designer
- D. Work Assignment

Correct Answer: A

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