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QUESTION 1

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 2

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

QUESTION 3

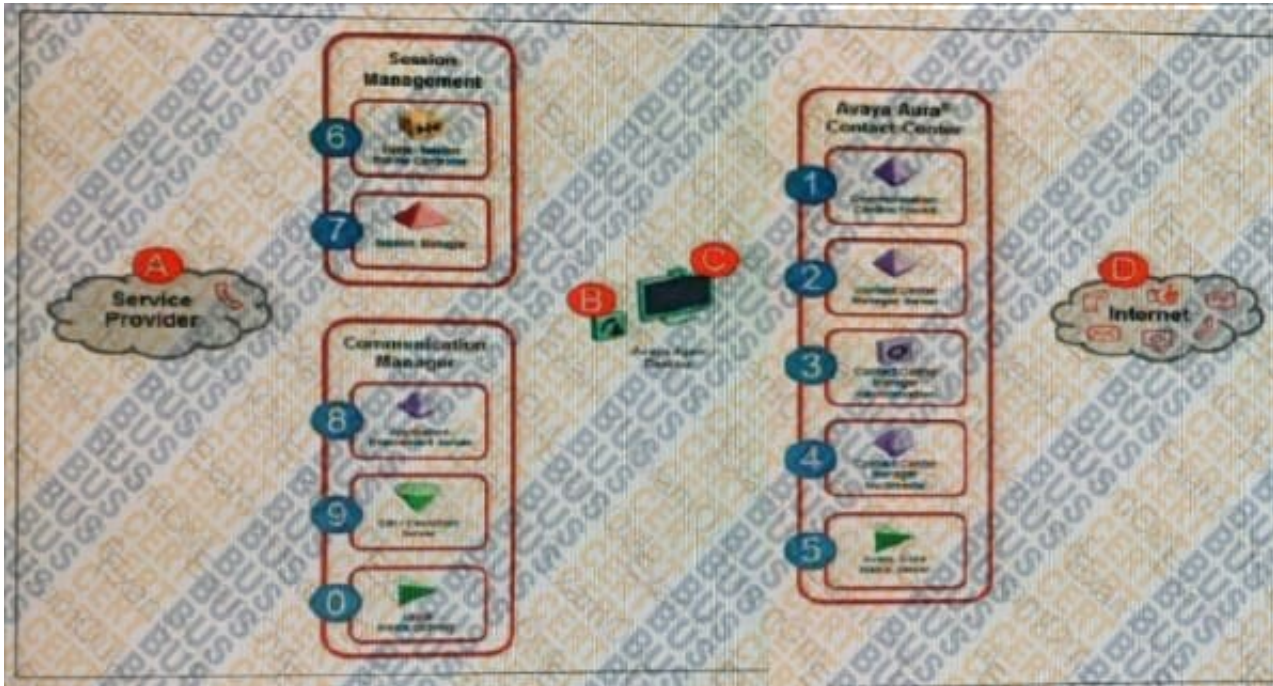An IT manager wants Avaya Breeze because it provides a virtuallzed and secure application platform for Snap\'Ins.

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

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Correct Answer: D

QUESTION 4

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 5

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

Correct Answer: CD

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