33810X^{Q&As}

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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

The CEO of a service company wants context rich information that Is Important for better customer experience.

Which development platform allows customers to add new capabilities to their solution?

A. Avaya BreezeTM

B. Avaya Experience Portal Platform

C. Avaya Performance Applications Platform

D. Avaya Applications Platform

Correct Answer: B

QUESTION 3

The Avaya Software Investment Protection Policy (ASIPP) Offer has six codes for three packages with AACC Release 7. ASIPP codes are used to migrate the base system and voice agents from the current system to AACC R7 on Avaya Aura.

The Agent for Preview and Progressive Outbound Is bundled with which package?

A. AACC 7 Outbound ASIPP package

B. AACC 7 Resilience (High Availability) ASIPP package

C. AACC Multimedia ASIPP package

D. AACC 7 Base System and Voice ASIPP package

Correct Answer: B

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QUESTION 4

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

Correct Answer: BCE

QUESTION 5

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

Correct Answer: D

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