

33810X^{Q&As}

Avaya Aura Contact Center Solution Design Exam

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QUESTION 1

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 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 Breeze™
- B. Avaya Experience Portal Platform
- C. Avaya Performance Applications Platform
- D. Avaya Applications Platform

Correct Answer: B

QUESTION 3

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

QUESTION 4

A design specialist prepares for a customer presentation with a diagram, and needs to understand the differences between Logical and Functional Architecture,

What is the purpose of the Logical Architecture Diagram?

- A. It highlights the logical flow within a network, without describing the physical Interconnection, and It Is ideally suited to explaining call/service flows or other Interactions.
- B. As a highly symbolic layered description of a system based upon different actions or processes, it is commonly used as a reference point for discussion given the lack of details.
- C. It depicts the entire network and its functions as Individual nodes, and It Is highly effective In communicating the totality of a particular concept.
- D. It IS a superset diagram which simultaneously portrays an end-state vision, a design ready for Implementation, the components of the bill of materials, and It is used to accelerate the sales cycle.

Correct Answer: C

QUESTION 5

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

QUESTION 6

AMR Medicare wants to help their consumers If they have trouble doing searches on the AMR Medicare 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 7

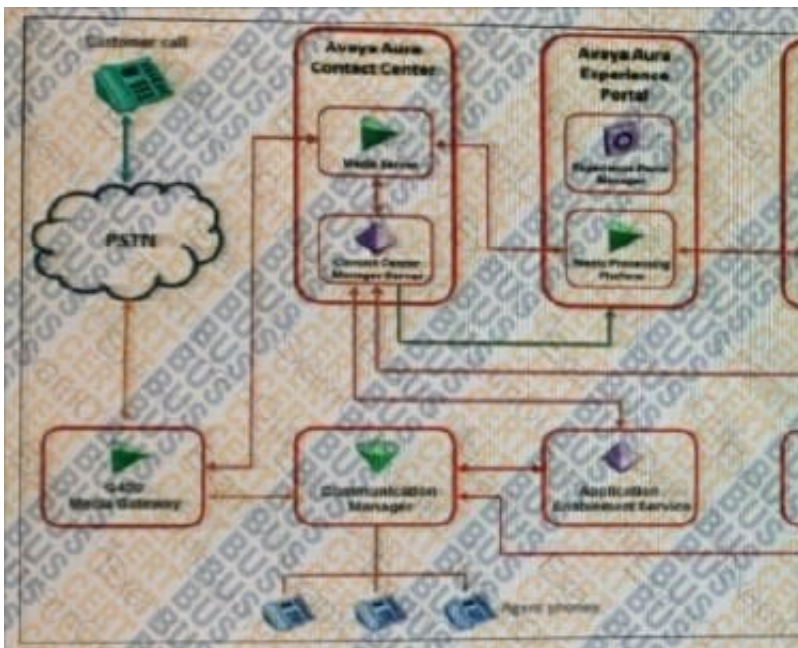
An administrator wants different real-time reporting displays which support the daily work of supervisors. Which two displays are available with AACC? (Choose two.)

- A. Call by Call Display
- B. Bill Board collection
- C. Supervisor Chart
- D. Agent Maps

Correct Answer: CD

QUESTION 8

Refer to the exhibit.



AACC routes contacts based on business logic to any SIP addressable endpoint. Which statement about AACC Voice Contact is true?

- A. It is anchored in the Media Processing Platform.
- B. It is anchored in the G450.

C. It Is anchored In the Media Server.

D. It Is anchored in the Session Manager.

Correct Answer: D

QUESTION 9

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 10

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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