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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

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.
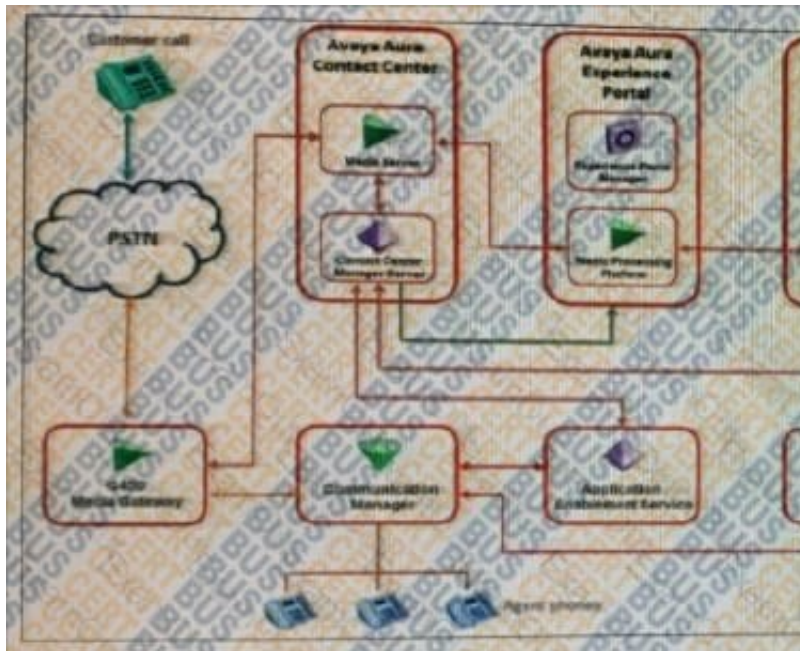
Which application will meet the customer\\'s requirements?

A. Avaya Control Manager

B. Avaya one-X Agent Desktop

C. Avaya Agent Desktop

D. Avaya Contact Center Orchestration Designer

Correct Answer: C

QUESTION 3

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 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

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

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