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QUESTION 1

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

QUESTION 2

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

QUESTION 3

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

QUESTION 4

AACC has an inbuilt Outbound Management.



Which resource controls the Preview Dialing method?

- A. Manager
- B. Administrator
- C. Supervisor
- D. Agent

Correct Answer: C

QUESTION 5

The Avaya Aura Media Server (AAMS) delivers a high Soft DSP / Media channel density.

How many Media Processing Units (MPU) can the AAMS provide with a Large Bare Metal Server?

- A. 4450
- B. 2200
- C. 1100
- D. 550

Correct Answer: A

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