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QUESTION 1

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 2

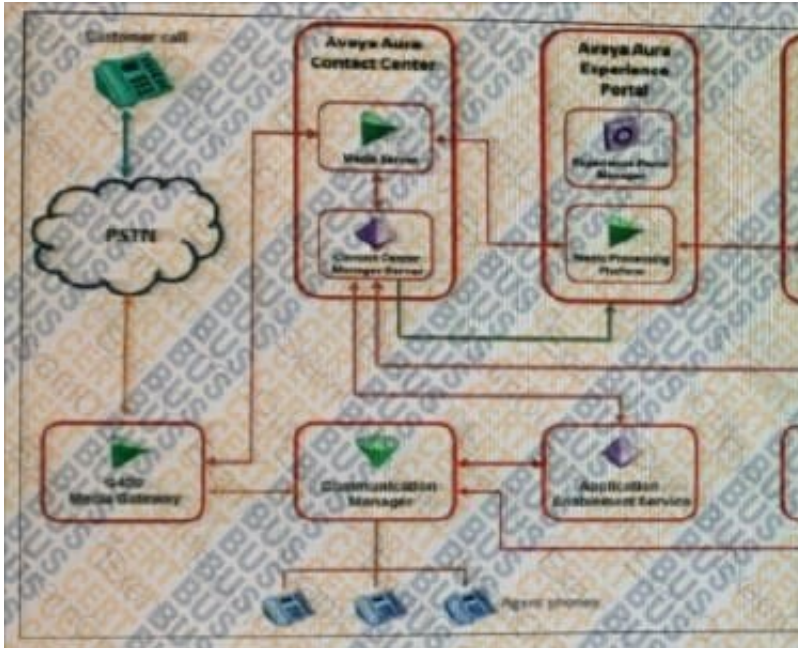
Different CPU and RAM requirements for virtual machines are specified. How many Resource Profiles are defined in a virtualized AACC?

- A. 4
- B. 2
- C. 1
- D. 3

Correct Answer: A

QUESTION 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 support manager experienced that each Voice Contact runs through an application designed with the Which service controls the pathway through the application?

- A. Task Flow Executor (TFE)
- B. Telephony Services Manager (TSM)
- C. SIP Gateway Manager (SGM)
- D. Telephony Services Manager (TSM)

Correct Answer: D

QUESTION 5

A customer wants a solution to minimize IT overhead costs and thick clients. Which Avaya application would you



recommend to solve this business challenge?

- A. Avaya IXTM Workforce Engagement
- B. Avaya Control Manager
- C. Avaya IXTM Workspaces
- D. Avaya Breeze Platform

Correct Answer: D

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