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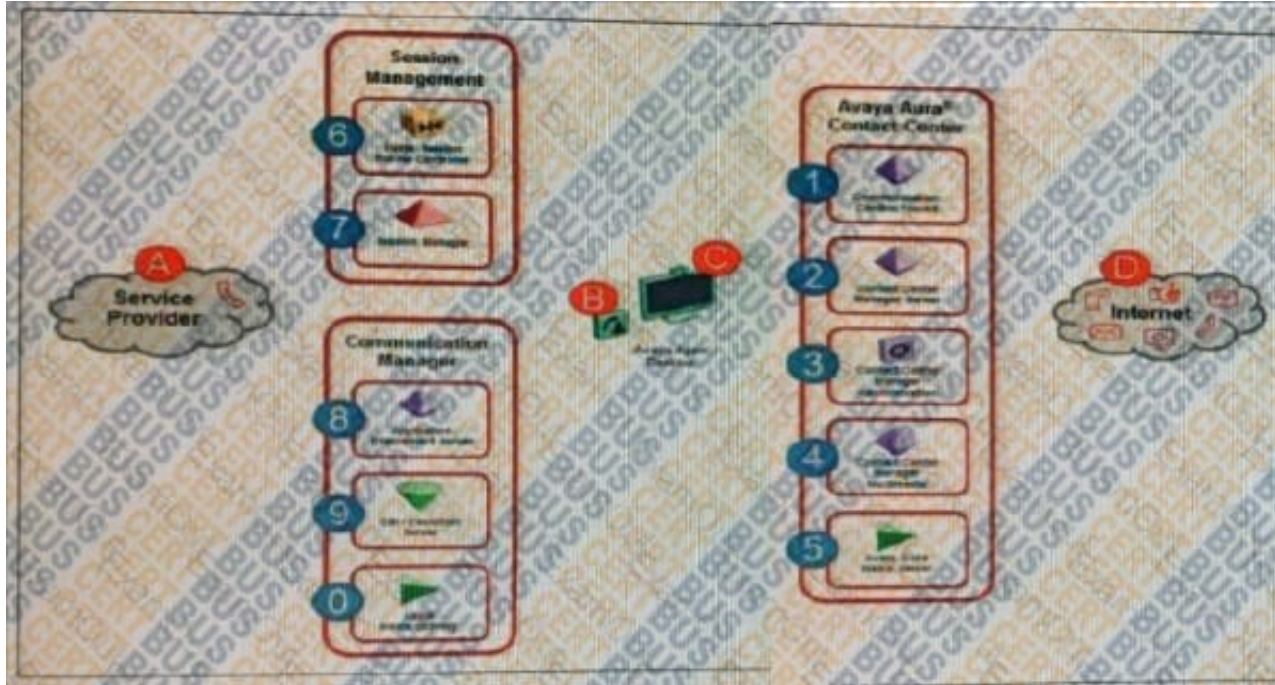
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QUESTION 1

Refer to the exhibit.



AACC allows the use of campaigns for Sales or Marketing purposes. Which statement about Outbound campaigns is true?

- A. Agent Scripts are loaded Into Agent Desktop from the CCMM Database. 4-C
- B. Agent Scripts are loaded Into Agent Desktop from the CCT Database. 1-C
- C. Agent Scripts are loaded Into Agent Desktop from the CCMA Database. 3-C
- D. Agent Scripts are loaded Into Agent Desktop from the CCMS Database. 2-C

Correct Answer: B

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

Which Avaya Call Recorder provides Active Parallel Redundancy as option?

- A. Avaya Enhanced Contact Recording
- B. Avaya Contact Recording
- C. Avaya Contact Recording Advanced
- D. Avaya Basic Contact Recording

Correct Answer: C

QUESTION 4

A Contact Center manager wants a thin-client desktop with a powerful widget-driven approach. Which three deployments are allowed for Avaya IX TMWorkspaces? (Choose three.)

- A. One-X Agent
- B. Multimedia Contact Server only
- C. Voice and Multimedia Contact Server without Avaya Media Server
- D. Voice and Multimedia Contact Server with Avaya Media Server
- E. Voice Contact Server only

Correct Answer: CDE

QUESTION 5

What should a functional architecture discussion cover?

- A. Network plan of the existing Infrastructure
- B. Bill of Materials to quantify the costs
- C. Customer evolution plans and Avaya solution to their problems
- D. A design of the needed components and Interconnections

Correct Answer: A