33810X^{Q&As}

Avaya Aura Contact Center Solution Design Exam

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QUESTION 1

Media Servers are needed in a SIP-enabled AACC

Which deployment allows the co-resident installation of Voice and Multimedia Contact Center with Media Server?

A. Physical Mid-Range Server

B. Physical Entry-Level Server

C. VMware Mid-Range Server

D. VMware High-End Server

Correct Answer: A

QUESTION 2

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 3

A Contact Center manager wants a first contact resolution with Avaya Agent Desktop Based on Avaya Breeze, which solution would Avaya offer with AACC?

A. Engagement Assistant

B. Presence Service

C. Microsoft Lync

D. Avaya Multimedia Messaging

Correct Answer: B

QUESTION 4

A design specialist prepares for a customer meeting, and knows that data on the customer, their Industry, and the possible competition, will need to be collected.

Which additional information is also needed?

A. The salaries of the executives In the meeting

B. The design diagram for discussion with customer

C. The Avaya solutions and services Avaya could offer

D. The model numbers of the existing contact center equipment

Correct Answer: D

QUESTION 5

The IT manager installed AACC on virtualized servers. Which identifier is used for the creation of licenses?

A. IP address

B. MAC address

C. Host ID

D. Customer name

Correct Answer: D

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