



# 33810X<sup>Q&As</sup>

Avaya Aura Contact Center Solution Design Exam

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### QUESTION 1

In addition to using open-ended questions, which three questions would a design specialist use when starting with a customer discovery conversation? (Choose three.)

- A. What is the percentage of customer support Issues that are resolved In one call?
- B. What are the agent performance reporting requirements?
- C. Which system support click-to-call from the web?
- D. What are the customer support pain points?
- E. What Is the IVR name?

Correct Answer: BCE

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### QUESTION 2

An IT manager wants Avaya Breeze TM to use Snap-In to integrate new capabilities into processes.

Which Avaya Breeze TM snap-in is offered to provide a core capability for defining, administering, and executing the end-user customer journey?

- A. Context Store
- B. Co-Browsing
- C. Engagement Designer
- D. Work Assignment

Correct Answer: A

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### QUESTION 3

There are several factors why customers will buy from Avaya which Include:

The sales person understand their business.

The sales person being perceive as a trusted adviser.

The proposal contains real value in a manner relevant to them.

What are two additional factors? (Choose two,)

- A. The proposal value Is obvious, so It is not discussed.
- B. Avaya can deliver what has been promised.
- C. Avaya solution Is technologically better or equivalent to other proposals but less expensive.



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D. The executive summary section of the proposal highlights the solution features.

Correct Answer: AC

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#### QUESTION 4

Licenses are needed to allow service for a SIP enabled Contact Center. In which two locations can the license information located? (Choose two.)

- A. Standby License Manager
- B. Local WebLM license file
- C. Remote WebLM server
- D. Remote license file

Correct Answer: AB

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#### QUESTION 5

The Avaya Software Investment Protection Policy (ASIPP) Offer has six codes for three packages with AACC Release 7. ASIPP codes are used to migrate the base system and voice agents from the current system to AACC R7 on Avaya Aura.

The Agent for Preview and Progressive Outbound Is bundled with which package?

- A. AACC 7 Outbound ASIPP package
- B. AACC 7 Resilience (High Availability) ASIPP package
- C. AACC Multimedia ASIPP package
- D. AACC 7 Base System and Voice ASIPP package

Correct Answer: B

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