



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

Avaya Aura Contact Center Solution Design Exam

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#### QUESTION 1

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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#### QUESTION 2

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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#### QUESTION 3

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

- A. MAC Address
- B. Host ID
- C. IP Address
- D. Customer name

Correct Answer: A

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#### QUESTION 4

A Contact Center manager wants a fast First Call Resolution, and has requested a Skype for Business client software on Avaya Agent Desktop.



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Which statement describes what the Avaya support department needs be prepared to tell the manager?

- A. Different Presence client software are supported on Avaya Agent Desktop.
- B. Agent Desktop does not support co-resident Skype for Business client software.
- C. Microsoft Lync Server are not supported.
- D. Microsoft Skype Server are not supported.

Correct Answer: A

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#### QUESTION 5

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

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