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QUESTION 1

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 2

Which group offers the AACC Callback Request solution that leverages AACC scripting and web services, as well as the outbound capability of AACC?

- A. Avaya technical staff
- B. Avaya Development team
- C. Avaya Support
- D. Avaya Professional Services

Correct Answer: B

QUESTION 3

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 4

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 5

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

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