



33810X^{Q&As}

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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

Different CPU and RAM requirements for virtual machines are specified How many Resource Profiles are defined In a virtualized AACC?

- A. 4
- B. 2
- C. 1
- D. 3

Correct Answer: A

QUESTION 3

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 4

Contact Center Multimedia supports a powerful Email Handler.

Which two sub-types of Email attachment files are supported? (Choose two.)

- A. Voice Mail
- B. Instant Messaging
- C. Short Message Service
- D. Web Communication

Correct Answer: AB

QUESTION 5

A customer wants a solution to minimize IT overhead costs and thick clients. Which Avaya application would you recommend to solve this business challenge?

- A. Avaya IXTM Workforce Engagement
- B. Avaya Control Manager
- C. Avaya IXTM Workspaces
- D. Avaya Breeze Platform

Correct Answer: D

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