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QUESTION 1

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

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

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 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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