



33810X^{Q&As}

Avaya Aura Contact Center Solution Design Exam

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**QUESTION 1**

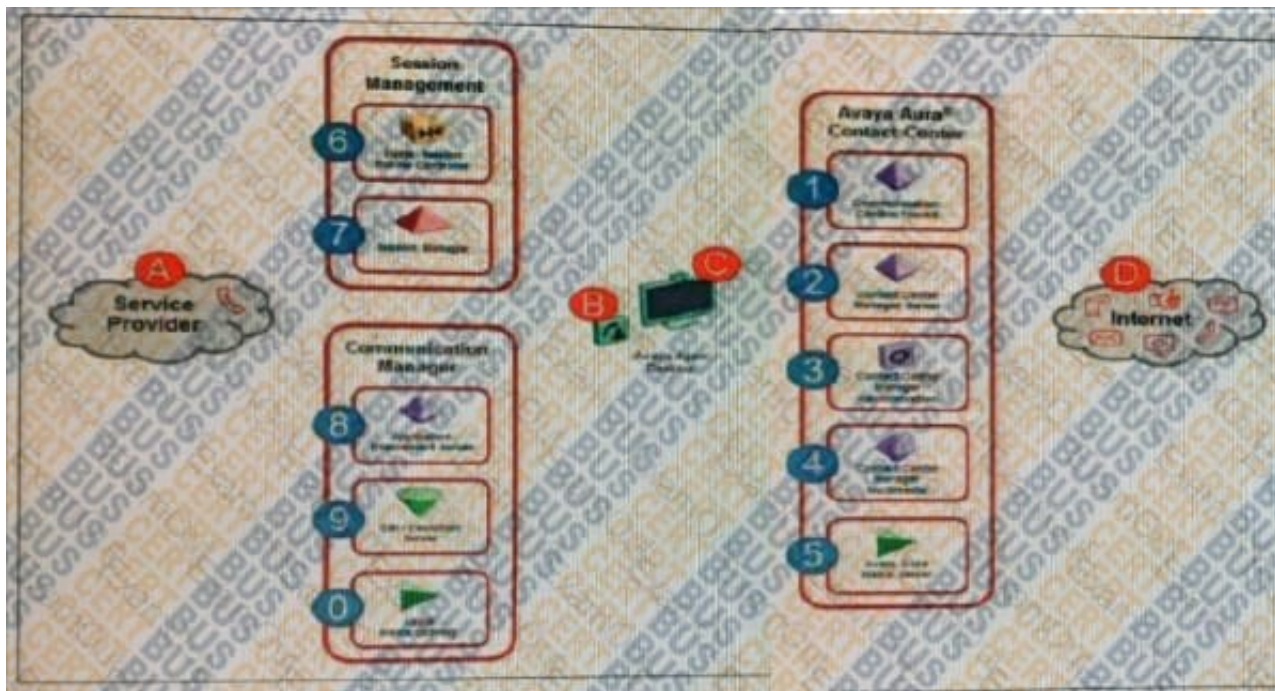
The IT manager installed AACC on physical servers. Which identifier is used for the creation of licenses?

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

Correct Answer: A

QUESTION 2

Refer to the exhibit.



AACC allows the use of campaigns for Sales or Marketing purposes. Which statement about Outbound campaigns is true?

- A. Agent Scripts are loaded Into Agent Desktop from the CCMM Database. 4-C
- B. Agent Scripts are loaded Into Agent Desktop from the CCT Database. 1-C
- C. Agent Scripts are loaded Into Agent Desktop from the CCMA Database. 3-C
- D. Agent Scripts are loaded Into Agent Desktop from the CCMS Database. 2-C

Correct Answer: B



QUESTION 3

A Contact Center manager knows that a modern agent Interface which can deliver all of the relevant customer information, creates a better customer experience.

Which two agent interfaces are supported with AACC Release 7.1? (Choose two) A. Avaya IXTM Workplace

B. Avaya Agent Desktop a

C. Avaya IXTM Workspaces

D. Avaya one-X Agent Desktop

Correct Answer: BC

QUESTION 4

During a discovery conversation with a satellite television provider, a sales person learned that the business pain point of multi channel contact center capabilities are now a basic requirement, along with queuing, routing, tracking, and reporting of inbound, outbound, and blended calls.

Which value proposition would you use?

A. Avaya Aura Contact Center solutions enable blended multichannel so businesses can leverage Avaya customer experience management leadership In a solution that is optimized for use with Avaya Aura.

B. Avaya Aura Contact Center solutions allow businesses to leverage Avaya customer experience management leadership In a solution that Is fit for purpose.

C. Avaya Aura Contact Center solutions enable blended multichannel capabilities that can help to Improve customer experiences. Increase revenue, and customer lifetime value.

D. Avaya Aura Contact Center solutions extend Avaya\\'s Innovation In customer experience management to businesses, with the simplicity and value they require.

Correct Answer: C

QUESTION 5

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

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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