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QUESTION 1

A sales representative is preparing for a customer presentation with market trends for Avaya Aura Contact Center administration tools and applications.

Which two market trends should be Included? (Choose two.)

A. Engaging customers on their terms

B. Customers initiating calls into the Contact Center by telephone only

C. Evolution of the Contact Center agent

D. Contact Center data gathered from generic reports only

Correct Answer: AD

QUESTION 2

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

QUESTION 3

The SIP-enabled AACC Communication Control Toolkit integrates the agents and supervisors within the SIP environment to offer features.

Which application programming interface type is used to publish the CCT functions?

A. Microsoft .NET

B. Open Database Connectivity (ODBC)

C. Open Computing Language (OpenGL)

D. Simple Direct Media Layer

Correct Answer: B

QUESTION 4

Which Avaya Call Recorder provides Active Parallel Redundancy as option?

A. Avaya Enhanced Contact Recording

B. Avaya Contact Recording

C. Avaya Contact Recording Advanced

D. Avaya Basic Contact Recording

Correct Answer: C

QUESTION 5

An IT manager wants a Callback offer leveraging AACC scripting and Web services, as well as the outbound capability of AACC.

What Is this solution called?

A. Call Completion No Reply (CCNR)

B. Call Back Assist (CBA)

C. Call Back Request (CBR)

D. Call Completion Busy Subscriber (CCBS)

Correct Answer: C

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