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QUESTION 1

In addition to using open-ended questions, which three questions would a design specialist use when starting with a customer discovery conversation? (Choose three.)

A. What is the percentage of customer support Issues that are resolved In one call?

B. What are the agent performance reporting requirements?

C. Which system support click-to-call from the web?

D. What are the customer support pain points?

E. What Is the IVR name?

Correct Answer: BCE

QUESTION 2

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 3

An administrator wants different real-time reporting displays which support the daily work of supervisors. Which two displays are available with AACC? (Choose two.)
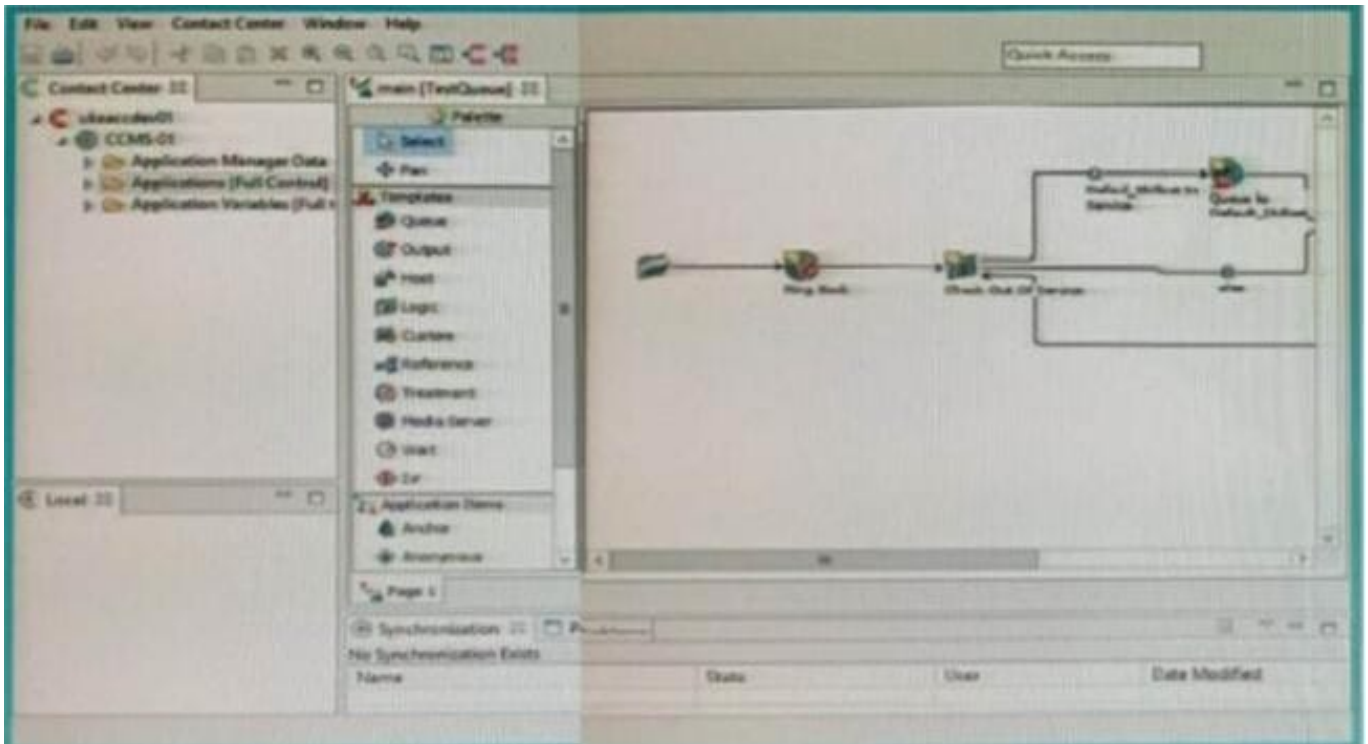
A. Call by Call Display

B. Bill Board collection

C. Supervisor Chart

D. Agent Maps

Correct Answer: CD

QUESTION 4

Refer to the exhibit.

A Contact Center administrator uses different tools and applications In the Contact Center environment. Which application is shown In the exhibit?

A. Avaya Agent Desktop

B. Avaya one-X Agent Desktop

C. Agent Map

D. Avaya Contact Center Orchestration Designer

Correct Answer: D

QUESTION 5

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