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QUESTION 1

The CEO of a service company wants context rich information that is important for better customer experience.

Which development platform allows customers to add new capabilities to their solution?

- A. Avaya Breeze™
- B. Avaya Experience Portal Platform
- C. Avaya Performance Applications Platform
- D. Avaya Applications Platform

Correct Answer: B

QUESTION 2

A finance director wants a solution that both answers inbound calls during peak call times to avoid poor customer experience, and minimizes costs for additional agents.

Which solution meets these customer requirements?

- A. Avaya IX™ Workplace
- B. Avaya Callback Assist
- C. Avaya IX TMM Workspaces
- D. Avaya Agent Desktop

Correct Answer: C

QUESTION 3

When using a browser to administer the Avaya Aura Contact Center, which browser is supported with CCMA?

- A. Firefox 66.0 32 bit
- B. Google Chrome 74.0 64 bit
- C. Microsoft Edge 64 bit
- D. Microsoft Internet Explorer 11.0 32 bit

Correct Answer: D

QUESTION 4



What should a functional architecture discussion cover?

- A. Network plan of the existing Infrastructure
- B. Bill of Materials to quantify the costs
- C. Customer evolution plans and Avaya solution to their problems
- D. A design of the needed components and Interconnections

Correct Answer: A

QUESTION 5

A customer Intends to connect two SIP enabled AACC on one Avaya Aura UC Platform. Which capability is supported In this scenario?

- A. Email and Web Communication
- B. Microsoft Lync Integration
- C. Avaya Presence Service
- D. AACC High Availability

Correct Answer: C

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