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QUESTION 1

During the discovery conversation with South Travel Stores, they said they want to leave a chat message for the experts if they are not available.

Which component would the sales person offer South Travel Stores?

- A. Co-browse Snap-In
- B. Multimedia Messaging
- C. Messaging (AAM)
- D. Context Store Snap-In

Correct Answer: D

QUESTION 2

The IT manager wants a powerful tool that can adapt and modify the contact flow in AACC-Which tool is used to change the contact flow in AACC?

- A. Contact Center Server Utility
- B. Contact Center Orchestration Designer
- C. Contact Center Manager Administrator
- D. Contact Center Manager Multimedia Administrator

Correct Answer: D

QUESTION 3

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



QUESTION 4

Avaya One Source has orderable quotes for the Greenfield customer and existing customer. How can a quote from Avaya One Source -Order center be placed as an order?

- A. By using Sales Force Updates
- B. By using Create Proposal SSR
- C. By using Create Order
- D. By using Create Upload Order SSR

Correct Answer: A

QUESTION 5

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

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

Correct Answer: D

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