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Avaya Aura Contact Center Solution Design Exam

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QUESTION 1

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 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

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

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

The Security Manager of the IT department wants to know about the Web Services Security of AACC. Which requests are used by default to access Manager Administration?

A. HTTP

B. FTPS

C. HTTPS and FTPS

D. HTTPS

Correct Answer: D

QUESTION 6

A design specialist has scheduled his first discovery conversation with a customer. Which three factors would the specialist be able to address with the customer? (Choose three.)

A. Uncertainty

B. Fear

C. Doubt

D. Anxiety

E. Worry

Correct Answer: BCE

QUESTION 7

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 8

A design specialist prepares for a customer presentation with a diagram, and needs to understand the differences between Logical and Functional Architecture,

What is the purpose of the Logical Architecture Diagram?

A. It highlights the logical flow within a network, without describing the physical Interconnection, and It Is ideally suited to explaining call/service flows or other Interactions.

B. As a highly symbolic layered description of a system based upon different actions or processes, it is commonly used as a reference point for discussion given the lack of details.

C. It depicts the entire network and its functions as Individual nodes, and It Is highly effective In communicating the totality of a particular concept.

D. It IS a superset diagram which simultaneously portrays an end-state vision, a design ready for Implementation, the components of the bill of materials, and It is used to accelerate the sales cycle.

Correct Answer: C

QUESTION 9

AMR Medicure wants to help their consumers If they have trouble doing searches on the AMR Medicure Web pages.

Which solution would meet AMR\'s requirements?

A. Co-Browsing Snap-In

B. Web Chat Snap-In

C. Presence Snap-In

D. Context Store Snap-In

Correct Answer: B

QUESTION 10

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 BreezeTM

B. Avaya Experience Portal Platform

C. Avaya Performance Applications Platform

D. Avaya Applications Platform

Correct Answer: B

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