

# 33810X<sup>Q&As</sup>

Avaya Aura Contact Center Solution Design Exam

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**QUESTION 1**

A design specialist prepares for a customer meeting, and knows that data on the customer, their Industry, and the possible competition, will need to be collected.

Which additional information is also needed?

- A. The salaries of the executives In the meeting
- B. The design diagram for discussion with customer
- C. The Avaya solutions and services Avaya could offer
- D. The model numbers of the existing contact center equipment

Correct Answer: D

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**QUESTION 2**

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

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**QUESTION 3**

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

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

Correct Answer: A

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**QUESTION 4**

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

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**QUESTION 5**

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

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