

33810X^{Q&As}

Avaya Aura Contact Center Solution Design Exam

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QUESTION 1

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 2

AACC has an inbuilt Outbound Management.

Which resource controls the Preview Dialing method?

- A. Manager
- B. Administrator
- C. Supervisor
- D. Agent

Correct Answer: C

QUESTION 3

An IT manager wants Avaya Breeze because it provides a virtualized and secure application platform for Snap\Ins.

Which two Avaya Breeze Snap-ins are available with Avaya Aura Contact Center? (Choose two.)

- A. Context Store
- B. Work Assignment
- C. Dialogue Designer
- D. Co-browse

Correct Answer: D

QUESTION 4

Licenses are needed to allow service for a SIP enabled Contact Center. In which two locations can the license information located? (Choose two.)

- A. Standby License Manager
- B. Local WebLM license file
- C. Remote WebLM server
- D. Remote license file

Correct Answer: AB

QUESTION 5

An Avaya representative knows the sales cycle, and uses It regularly to get a good understanding problems and quantify the costs.

Which statement describes the Qualification step?

- A. It proposes, communicates, and agrees upon the detailed solution.
- B. It documents the details, and quantifies the cost.
- C. It Is a discussion driver to help draw out and Identify the problem(s) to be solved.
- D. It is the final Invoice that serves as the formal contract acknowledgement.

Correct Answer: D

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