

# DUMPS ARENA

## Avaya Aura Contact Center Solution Design Exam

Avaya 33810X

Version Demo

Total Demo Questions: 10

Total Premium Questions: 48

Buy Premium PDF

<https://dumpsarena.co>

[sales@dumpsarena.co](mailto:sales@dumpsarena.co)

[sales@dumpsarena.co](mailto:sales@dumpsarena.co)  
[dumpsarena.co](https://dumpsarena.co)

**QUESTION NO: 1**

Contact Center Multimedia supports a powerful Email Handler.

Which two sub-types of Email attachment files are supported? (Choose two.)

- A. Voice Mail
- B. Instant Messaging
- C. Short Message Service
- D. Web Communication

**ANSWER: A B**

**QUESTION NO: 2**

AACC interoperates with which two different Avaya applications? (Choose two.)

- A. Avaya Work Force Optimization Select
- B. Interaction Center
- C. Proactive Outreach Manager
- D. Call Back Automated

**ANSWER: C D**

**QUESTION NO: 3**

There are several factors why customers will buy from Avaya which Include:

- The sales person understand their business.
- The sales person being perceive as a trusted adviser.
- The proposal contains real value in a manner relevant to them.

What are two additional factors? (Choose two,)

- A. The proposal value Is obvious, so It is not discussed.

- B. Avaya can deliver what has been promised.
- C. Avaya solution is technologically better or equivalent to other proposals but less expensive.
- D. The executive summary section of the proposal highlights the solution features.

**ANSWER: A C**

#### **QUESTION NO: 4**

A Contact Center manager knows that a modern agent interface which can deliver all of the relevant customer information, creates a better customer experience.

Which two agent interfaces are supported with AACC Release 7.1? (Choose two)

- A. Avaya IX™ Workplace
- B. Avaya Agent Desktop a
- C. Avaya IX™ Workspaces
- D. Avaya one-X® Agent Desktop

**ANSWER: B C**

#### **QUESTION NO: 5**

A customer wants a solution to minimize IT overhead costs and thick clients. Which Avaya application would you recommend to solve this business challenge?

- A. Avaya IX™ Workforce Engagement
- B. Avaya Control Manager
- C. Avaya IX™ Workspaces
- D. Avaya Breeze® Platform

**ANSWER: D**

#### **QUESTION NO: 6**

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

**ANSWER: D**

#### QUESTION NO: 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?

**ANSWER: B C E**

#### QUESTION NO: 8

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

**ANSWER: D**

**QUESTION NO: 9**

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

**ANSWER: D**

**QUESTION NO: 10**

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

**ANSWER: D**