

## Avaya.33810X.v2022-02-13.q16

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<b>Certification Provider:</b>	Avaya
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### NEW QUESTION: 1

During the discovery conversation, the AMR Medicare Contact Center Manager said they want a tool that allows Voice Recording, Quality Monitoring and Scheduling, and Forecasting for agents Including training.

Which Advanced WFO package would the sales person offer AMR Medicare?

- A. Workforce Optimization package
- B. Workforce Management package
- C. Automated Quality Monitoring package
- D. Quality Monitoring package

**Answer:** ([SHOW ANSWER](#))

### NEW QUESTION: 2

A Contact Center manager wants a first contact resolution with Avaya Agent Desktop Based on Avaya Breeze®, which solution would Avaya offer with AACCC?

- A. Engagement Assistant
- B. Microsoft Lync
- C. Avaya Multimedia Messaging
- D. Presence Service

**Answer:** D ([LEAVE A REPLY](#))

### NEW QUESTION: 3

Which Avaya Call Recorder provides Active Parallel Redundancy as option?

- A. Avaya Basic Contact Recording
- B. Avaya Contact Recording Advanced
- C. Avaya Enhanced Contact Recording
- D. Avaya Contact Recording

**Answer:** B ([LEAVE A REPLY](#))

**NEW QUESTION: 4**

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

**Answer: C ([LEAVE A REPLY](#))**

**NEW QUESTION: 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 Breeze® Platform
- B. Avaya Control Manager
- C. Avaya IX™ Workforce Engagement
- D. Avaya IX™ Workspaces

**Answer: A ([LEAVE A REPLY](#))**

**NEW QUESTION: 6**

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

- A. HTTP
- B. HTTPS
- C. FTPS
- D. HTTPS and FTPS

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 7**

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

D. 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.

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 8**

AACC has an inbuilt Outbound Management.  
Which resource controls the Preview Dialing method?

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

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 9**

Which three attributes describe the right context of a customer journey experience?  
(Choose three.)

- A. Personalized
- B. Single Channel driven
- C. Intelligent
- D. Seamless
- E. Specific Report focused

**Answer: E (LEAVE A REPLY)**

**NEW QUESTION: 10**

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

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

**Answer: C,D (LEAVE A REPLY)**

**NEW QUESTION: 11**

A customer needs an application that is provided free of charge, and allows them to reduce the time required to develop and maintain scripts, workflows, and applications in the Avaya Aura® Contact Center.

Which application will meet the customer's requirements?

- A. Avaya one-X® Agent Desktop
- B. Avaya Agent Desktop
- C. Avaya Control Manager

D. Avaya Contact Center Orchestration Designer

**Answer: B ([LEAVE A REPLY](#))**

**NEW QUESTION: 12**

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. Agent Maps

C. Bill Board collection

D. Supervisor Chart

**Answer: B,D ([LEAVE A REPLY](#))**

**NEW QUESTION: 13**

The Avaya Aura® Media Server (AAMS) delivers a high Soft DSP / Media channel density. How many Media Processing Units (MPU) can the AAMS provide with a Large Bare Metal Server?

A. 4450

B. 550

C. 2200

D. 1100

**Answer: A ([LEAVE A REPLY](#))**

**NEW QUESTION: 14**

When using a browser to administer the Avaya Aura® Contact Center, which browser is supported with CCMA?

A. Microsoft Edge 64 bit

B. Google Chrome 74.0 64 bit

C. Firefox 66.0 32 bit

D. Microsoft Internet Explorer 11.0 32 bit

**Answer: D ([LEAVE A REPLY](#))**

**NEW QUESTION: 15**

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

A. Customer name

B. Host ID

C. IP address

D. MAC address

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 16**

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

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

Answer: ([SHOW ANSWER](#))

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