

Avaya.33810X.v2022-04-14.q16

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NEW QUESTION: 1

An IT manager wants Avaya Breeze™ to use Snap-In to integrate new capabilities into processes.

Which Avaya Breeze™ snap-in is offered to provide a core capability for defining, administering, and executing the end-user customer journey?

- A. Engagement Designer
- B. Co-Browsing
- C. Work Assignment
- D. Context Store

Answer: (SHOW ANSWER)

NEW QUESTION: 2

What should a functional architecture discussion cover?

- A. A design of the needed components and Interconnections
- B. Network plan of the existing Infrastructure
- C. Customer evolution plans and Avaya solution to their problems
- D. Bill of Materials to quantify the costs

Answer: B (LEAVE A REPLY)

NEW QUESTION: 3

Avaya One Source has orderable quotes for the Greenfield customer and existing customer.

How can a quote from Avaya One Source -Order center be placed as an order?

- A. By using Sales Force Updates
- B. By using Create Order
- C. By using Create Upload Order SSR
- D. By using Create Proposal SSR

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 4

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 5

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.

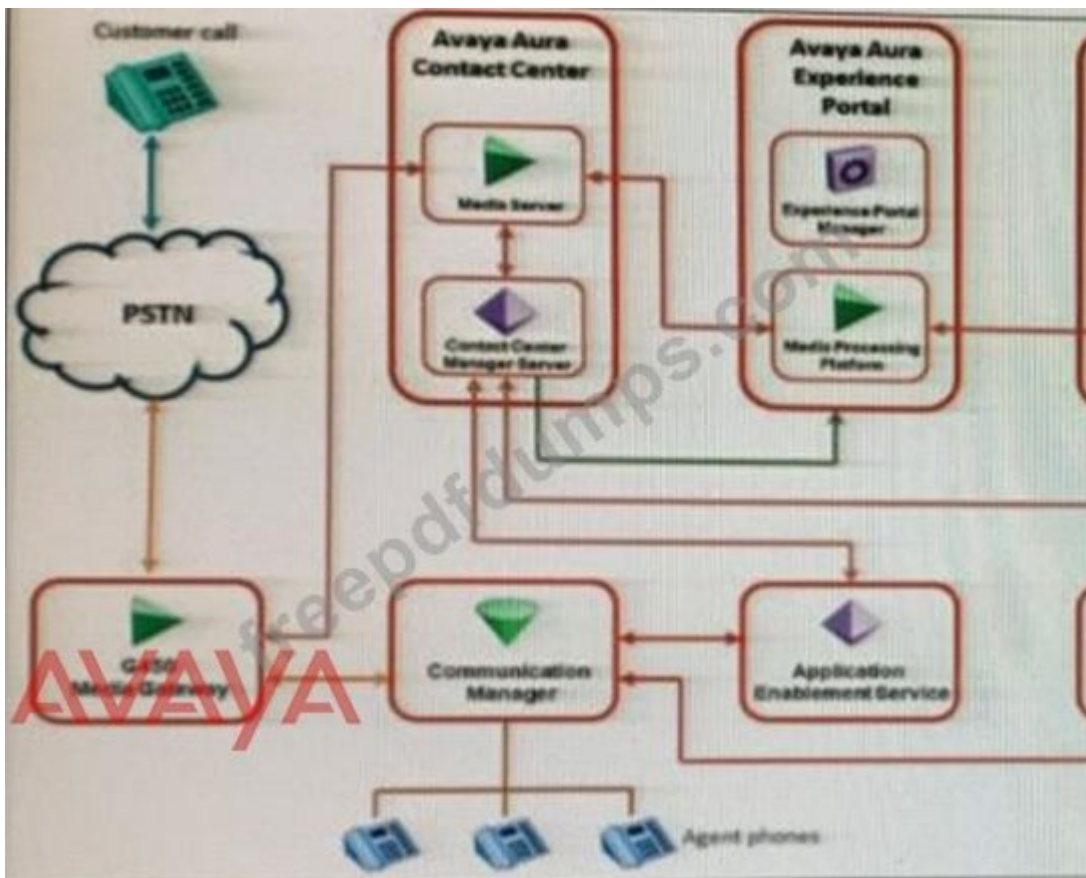
What are two additional factors? (Choose two,)

- A.** Avaya solution Is technologically better or equivalent to other proposals but less expensive.
- B.** The proposal value Is obvious, so It is not discussed.
- C.** Avaya can deliver what has been promised.
- D.** The executive summary section of the proposal highlights the solution features.

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

NEW QUESTION: 6

Refer to the exhibit.



AACC routes contacts based on business logic to any SIP addressable endpoint.

Which statement about AACC Voice Contact is true?

- A. It Is anchored in the Session Manager.
- B. It Is anchored In the Media Processing Platform.
- C. It Is anchored In the Media Server.
- D. It Is anchored In the G450.

Answer: (SHOW ANSWER)

NEW QUESTION: 7

AACC has an inbuilt Outbound Management.

Which resource controls the Preview Dialing method?

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 8

When upgrading existing AACC Systems, which Avaya Engagement AACC package is available?

- A. Agent Greeting
- B. Geographic Node

C. Instant Message

D. Resilience

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

NEW QUESTION: 9

The SIP-enabled AACC Communication Control Toolkit integrates the agents and supervisors within the SIP environment to offer features.

Which application programming interface type is used to publish the CCT functions?

A. Microsoft .NET

B. Simple Direct Media Layer

C. Open Database Connectivity (ODBC)

D. Open Computing Language (OpenGL)

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 10

Different CPU and RAM requirements for virtual machines are specified How many Resource Profiles are defined In a virtualized AACC?

A. 4

B. 3

C. 2

D. 1

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

NEW QUESTION: 11

Which Avaya Call Recorder provides Active Parallel Redundancy as option?

A. Avaya Basic Contact Recording

B. Avaya Enhanced Contact Recording

C. Avaya Contact Recording

D. Avaya Contact Recording Advanced

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 12

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™ Workspaces

B. Avaya Breeze® Platform

C. Avaya IX™ Workforce Engagement

D. Avaya Control Manager

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

NEW QUESTION: 13

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

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

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

NEW QUESTION: 14

A support manager experienced that each Voice Contact runs through an application designed with the Which service controls the pathway through the application?

- A. Telephony Services Manager (TSM)
- B. Telephony Services Manager (TSM)
- C. SIP Gateway Manager (SGM)
- D. Task Flow Executor (TFE)

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

NEW QUESTION: 15

Which group offers the AACC Callback Request solution that leverages AACC scripting and web services, as well'as the outbound capability of AACC?

- A. Avaya Support
- B. Avaya Professional Services
- C. Avaya Development team
- D. Avaya technical staff

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 16

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. Worry
- B. Fear
- C. Doubt
- D. Uncertainty
- E. Anxiety

Answer: ([SHOW ANSWER](#))

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