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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

What should a functional architecture discussion cover?

A. Network plan of the existing Infrastructure

B. Bill of Materials to quantify the costs

C. Customer evolution plans and Avaya solution to their problems

D. A design of the needed components and Interconnections

Correct Answer: A

QUESTION 3

A Contact Center manager wants a fast First Call Resolution, and has requested a Skype for Business client software on Avaya Agent Desktop.

Which statement describes what the Avaya support department needs be prepared to tell the manager?

A. Different Presence client software are supported on Avaya Agent Desktop.

B. Agent Desktop does not support co-resident Skype for Business client software.

C. Microsoft Lync Server are not supported.

D. Microsoft Skype Server are not supported.

Correct Answer: A

QUESTION 4

Media Servers are needed in a SIP-enabled AACC

Which deployment allows the co-resident installation of Voice and Multimedia Contact Center with Media Server?

A. Physical Mid-Range Server

B. Physical Entry-Level Server

C. VMware Mid-Range Server

D. VMware High-End Server

Correct Answer: A

QUESTION 5

A sales representative is preparing for a customer presentation with market trends for Avaya Aura Contact Center administration tools and applications.

Which two market trends should be Included? (Choose two.)

A. Engaging customers on their terms

B. Customers initiating calls into the Contact Center by telephone only

C. Evolution of the Contact Center agent

D. Contact Center data gathered from generic reports only

Correct Answer: AD

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