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QUESTION 1

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 2

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.

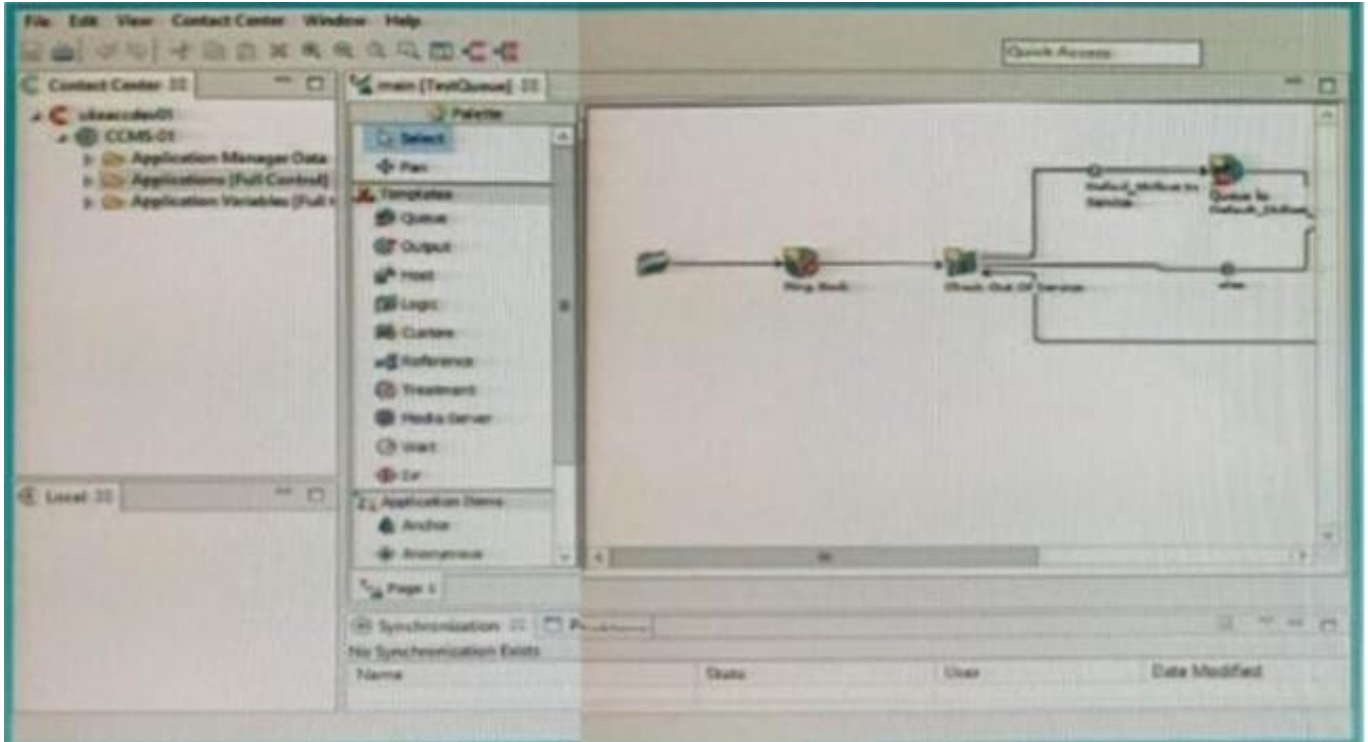
What are two additional factors? (Choose two,)

- 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.

Correct Answer: AC

QUESTION 3

Refer to the exhibit.



A Contact Center administrator uses different tools and applications In the Contact Center environment. Which application is shown In the exhibit?

- A. Avaya Agent Desktop
- B. Avaya one-X Agent Desktop
- C. Agent Map
- D. Avaya Contact Center Orchestrator Designer

Correct Answer: D

QUESTION 4

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

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

Correct Answer: D

QUESTION 5

The CEO of a service company wants context rich information that is important for better customer experience.

Which development platform allows customers to add new capabilities to their solution?

- A. Avaya Breeze™
- B. Avaya Experience Portal Platform
- C. Avaya Performance Applications Platform
- D. Avaya Applications Platform

Correct Answer: B

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