

33810X^{Q&As}

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QUESTION 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

Correct Answer: AB

QUESTION 2

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. Bill Board collection
- C. Supervisor Chart
- D. Agent Maps

Correct Answer: CD

QUESTION 3

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 IXTM Workforce Engagement
- B. Avaya Control Manager
- C. Avaya IXTM Workspaces
- D. Avaya Breeze Platform

Correct Answer: D

QUESTION 4

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?

Correct Answer: BCE

QUESTION 5

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

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

Correct Answer: D

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