33810X$^{Q\&As}$

Avaya Aura Contact Center Solution Design Exam

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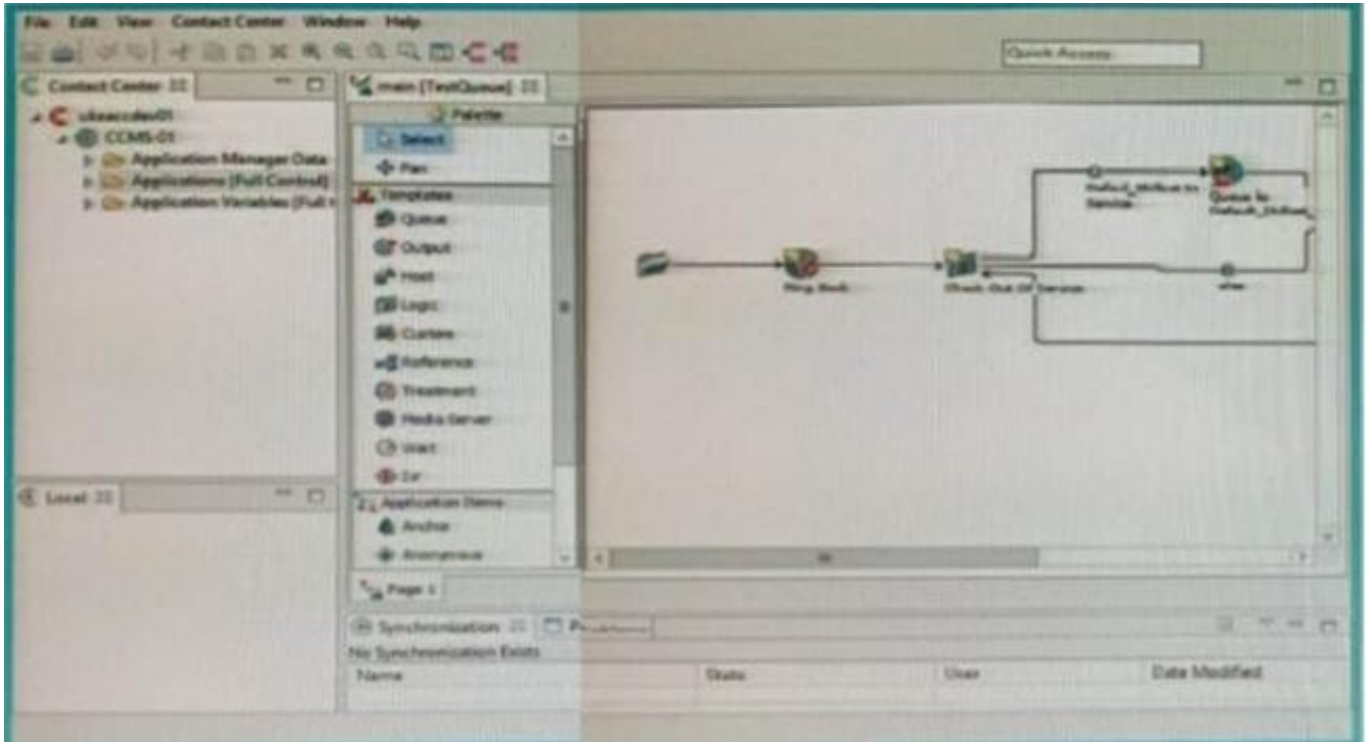## 100% Passing Guarantee
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QUESTION 1

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 Orchestration Designer

Correct Answer: D

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

During a discovery conversation with a satellite television provider, a sales person learned that the business pain point of multi channel contact center capabilities are now a basic requirement, along with queuing, routing, tracking, and reporting of inbound, outbound, and blended calls.

Which value proposition would you use?

A. Avaya Aura Contact Center solutions enable blended multichannel so businesses can leverage Avaya customer experience management leadership In a solution that is optimized for use with Avaya Aura.

B. Avaya Aura Contact Center solutions allow businesses to leverage Avaya customer experience management leadership In a solution that Is fit for purpose.

C. Avaya Aura Contact Center solutions enable blended multichannel capabilities that can help to Improve customer experiences. Increase revenue, and customer lifetime value.

D. Avaya Aura Contact Center solutions extend Avaya\\'s Innovation In customer experience management to businesses, with the simplicity and value they require.

Correct Answer: C

QUESTION 4

Refer to the exhibit.
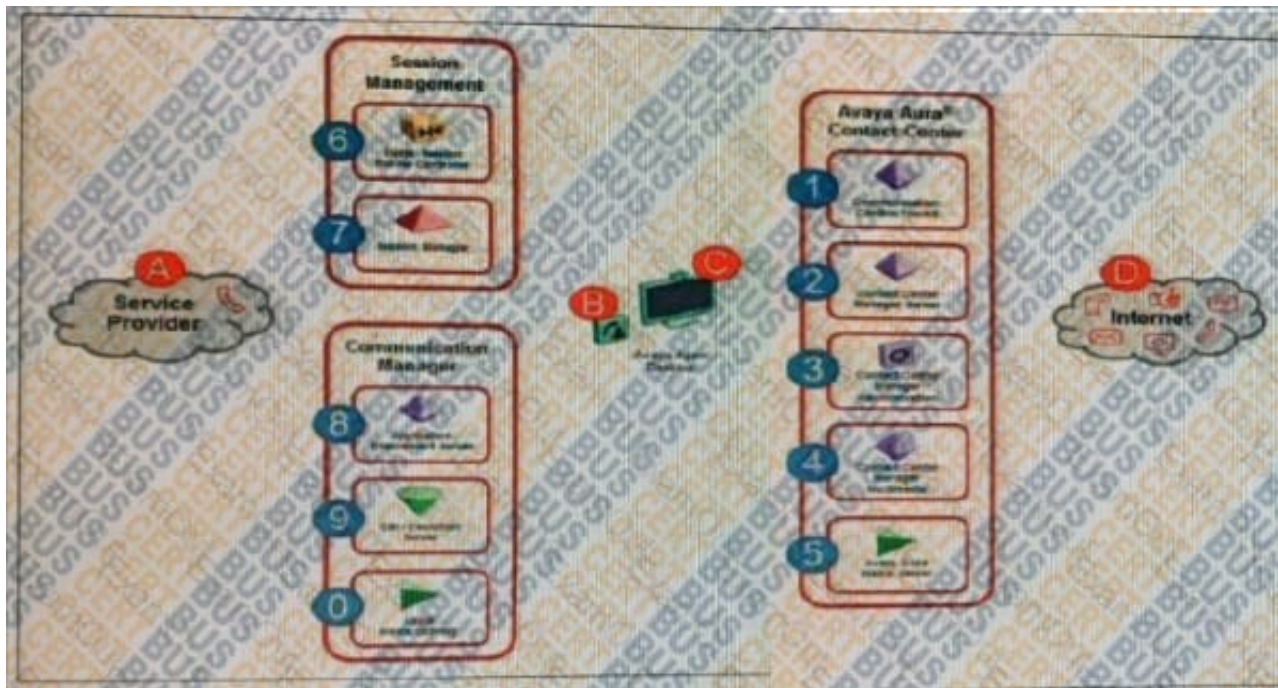
AACC allows the use of campaigns for Sales or Marketing purposes. Which statement about Outbound campaigns is true?

A. Agent Scripts are loaded Into Agent Desktop from the CCMM Database. 4-C

B. Agent Scripts are loaded Into Agent Desktop from the CCT Database. 1-C

C. Agent Scripts are loaded Into Agent Desktop from the CCMA Database. 3-C

D. Agent Scripts are loaded Into Agent Desktop from the CCMS Database. 2-C

Correct Answer: B

QUESTION 5

A finance director wants a solution that both answers Inbound calls during peak call times to avoid poor customer experience, and minimizes costs for additional agents.

Which solution meets these customer requirements?

A. Avaya IX TM Workplace

B. Avaya Callback Assist

C. Avaya IX TMM Workspaces

D. Avaya Agent Desktop

Correct Answer: C

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