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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

AACC has an inbuilt Outbound Management.

Which resource controls the Preview Dialing method?

A. Manager

B. Administrator

C. Supervisor

D. Agent

Correct Answer: C

QUESTION 3

Which Avaya Call Recorder provides Active Parallel Redundancy as option?

A. Avaya Enhanced Contact Recording

B. Avaya Contact Recording

C. Avaya Contact Recording Advanced

D. Avaya Basic Contact Recording

Correct Answer: C

QUESTION 4

A design specialist prepares for a customer meeting, and knows that data on the customer, their Industry, and the

possible competition, will need to be collected.

Which additional information is also needed?

A. The salaries of the executives In the meeting

B. The design diagram for discussion with customer

C. The Avaya solutions and services Avaya could offer

D. The model numbers of the existing contact center equipment

Correct Answer: D

QUESTION 5

When using a browser to administer the Avaya Aura Contact Center, which browser is supported with CCMA?

A. Firefox 66.0 32 bit

B. Google Chrome 74.0 64 bit

C. Microsoft Edge 64 bit

D. Microsoft Internet Explorer 11.0 32 bit

Correct Answer: D

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