



# 3C00120A<sup>Q&As</sup>

APDS Customer Experience Manager Online Test (#3C00120A)

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#### QUESTION 1

Which product or solution must be configured prior to installing Avaya Proactive Outreach Manager (POM)? (Select one.)

- A. Avaya Aura® Contact Center
- B. Avaya Aura® Communication Manager
- C. Avaya Aura® Experience Portal
- D. Avaya Aura® Call Center Elite

Correct Answer: C

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#### QUESTION 2

Which three statements best describe the value proposition for Avaya Aura® Experience Portal? (Select three.)

- A. Improve customer satisfaction and retention
- B. Increase revenues
- C. Provide the ability to partition contact center solution for access control
- D. Reduce labor and service costs

Correct Answer: ABD

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#### QUESTION 3

Which three statements best describe the value proposition for Avaya Context Store? (Select three.)

- A. Enhances Customer Experience
- B. Enables business to be conducted from anywhere
- C. Reduces the complexity of integrating Contact Center components
- D. Lowers total cost of ownership (TCO)

Correct Answer: ABD

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#### QUESTION 4

Which of the following are products, applications, and solutions that reside within the Experience Layer of the CEM Framework? (Select four.)

- A. Avaya Proactive Contact



- B. Avaya Outbound Contact Express
- C. Avaya Control Manager
- D. Avaya Interaction Center
- E. Avaya Proactive Outreach Manager
- F. Avaya Aura® Orchestration Designer

Correct Answer: ABDE

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#### QUESTION 5

Avaya is trying to get payments worth \$100,000 released from a public sector client in connection with an implementation project Avaya delivered successfully three (3) months back. The Partner through whom Avaya bid for the project is the primary interface conducting regular follow-ups with the client. The client contact promises to get the payment released within 45 days provided the Partner or Avaya pay up \$150 to expedite release. The Avaya channel account manager encourages Partner to do "whatever it takes" to get the money.

What should the Partner do?

- A. The Partner should immediately report the matter by using Avaya Ethics Hotline or emailing [compliance@avaya.com](mailto:compliance@avaya.com).
- B. The Partner should ask Avaya to pay the money to get the payments released.
- C. The Partner should report the matter to their own management.
- D. The Partner should negotiate the proposed "sum" with the client contact and try and agree on a sum of not more than \$60 which could be deemed reasonable.

Correct Answer: A

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