

33810X^{Q&As}

Avaya Aura Contact Center Solution Design Exam

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QUESTION 1

Different CPU and RAM requirements for virtual machines are specified How many Resource Profiles are defined In a virtualized AACC?

- A. 4
- B. 2
- C. 1
- D. 3

Correct Answer: A

QUESTION 2

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 3

A design specialist has scheduled his first discovery conversation with a customer. Which three factors would the specialist be able to address with the customer? (Choose three.)

- A. Uncertainty
- B. Fear
- C. Doubt
- D. Anxiety
- E. Worry

Correct Answer: BCE

QUESTION 4

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

QUESTION 5

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 6

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 7

The IT manager wants a powerful tool that can adapt and modify the contact flow in AACC-Which tool is used to change the contact flow in AACC?

- A. Contact Center Server Utility
- B. Contact Center Orchestration Designer
- C. Contact Center Manager Administrator
- D. Contact Center Manager Multimedia Administrator

Correct Answer: D

QUESTION 8

The Avaya Aura Media Server (AAMS) delivers a high Soft DSP / Media channel density.

How many Media Processing Units (MPU) can the AAMS provide with a Large Bare Metal Server?

- A. 4450
- B. 2200
- C. 1100
- D. 550

Correct Answer: A

QUESTION 9

The SIP-enabled AACC Communication Control Toolkit integrates the agents and supervisors within the SIP environment to offer features.

Which application programming interface type is used to publish the CCT functions?

- A. Microsoft .NET
- B. Open Database Connectivity (ODBC)
- C. Open Computing Language (OpenGL)
- D. Simple Direct Media Layer

Correct Answer: B

QUESTION 10

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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