

33810X^{Q&As}

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QUESTION 1

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 2

During the discovery conversation, the AMR Medicare Contact Center Manager said they want a tool that allows Voice Recording, Quality Monitoring and Scheduling, and Forecasting for agents Including training.

Which Advanced WFO package would the sales person offer AMR Medicare?

- A. Automated Quality Monitoring package
- B. Quality Monitoring package
- C. Workforce Management package
- D. Workforce Optimization package

Correct Answer: B

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

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 5

Avaya One Source has orderable quotes for the Greenfield customer and existing customer. How can a quote from Avaya One Source -Order center be placed as an order?

- A. By using Sales Force Updates
- B. By using Create Proposal SSR
- C. By using Create Order
- D. By using Create Upload Order SSR

Correct Answer: A

QUESTION 6

During the discovery conversation with South Travel Stores, they said they want to leave a chat message for the experts if they are not available.

Which component would the sales person offer South Travel Stores?

- A. Co-browse Snap-In
- B. Multimedia Messaging
- C. Messaging (AAM)
- D. Context Store Snap-In

Correct Answer: D

QUESTION 7

A Contact Center manager wants a first contact resolution with Avaya Agent Desktop Based on Avaya Breeze, which solution would Avaya offer with AACC?

- A. Engagement Assistant

- B. Presence Service
- C. Microsoft Lync
- D. Avaya Multimedia Messaging

Correct Answer: B

QUESTION 8

A Contact Center manager knows that a modern agent Interface which can deliver all of the relevant customer information, creates a better customer experience.

Which two agent interfaces are supported with AACC Release 7.1? (Choose two) A. Avaya IXTM Workplace

- B. Avaya Agent Desktop a
- C. Avaya IXTM Workspaces
- D. Avaya one-X Agent Desktop

Correct Answer: BC

QUESTION 9

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 10

A customer Intends to connect two SIP enabled AACC on one Avaya Aura UC Platform. Which capability is supported In this scenario?

- A. Email and Web Communication
- B. Microsoft Lync Integration
- C. Avaya Presence Service

D. AACC High Availability

Correct Answer: C

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