



Vendor: Avaya

Exam Code: 33810X

Exam Name: Avaya Aura® Contact Center Solution Design
Exam

Version: DEMO

QUESTION 1

An administrator wants different real-time reporting displays which support the daily work of supervisors.

Which two displays are available with AACC? (Choose two.)

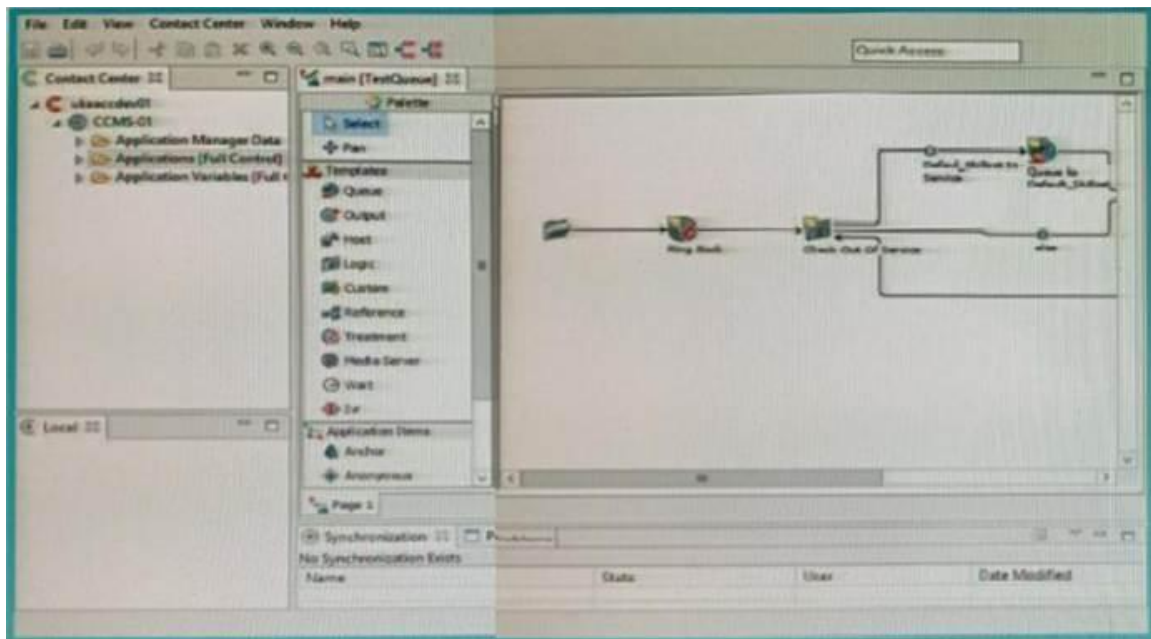
- A. Call by Call Display
- B. Bill Board collection
- C. Supervisor Chart
- D. Agent Maps

Answer: CD

QUESTION 2

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 Orchestrator Designer

Answer: D

QUESTION 3

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

Answer: B

QUESTION 4

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

Answer: C

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

Answer: C

QUESTION 6

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

Answer: D

Thank You for Trying Our Product

Lead2pass Certification Exam Features:

- ★ More than **99,900** Satisfied Customers Worldwide.
- ★ Average **99.9%** Success Rate.
- ★ **Free Update** to match latest and real exam scenarios.
- ★ **Instant Download** Access! No Setup required.
- ★ Questions & Answers are downloadable in **PDF** format and **VCE** test engine format.
- ★ Multi-Platform capabilities - **Windows, Laptop, Mac, Android, iPhone, iPod, iPad**.
- ★ **100%** Guaranteed Success or **100%** Money Back Guarantee.
- ★ **Fast**, helpful support **24x7**.



View list of all certification exams: <http://www.lead2pass.com/all-products.html>



10% Discount Coupon Code: ASTR14