HIGHER QUALITY BETTER SERVICE

CERTTREE

QUESTION & ANSWER



Exam : 33810X

Title : Avaya Aura® Contact Center Solution Design Exam

Version : DEMO

1. 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

Answer: D

2.Refer to the exhibit.

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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 Orchestration Designer

Answer: D

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

Answer: B,C,E

4.A sales representative is preparing for a customer presentation with market trends for Avaya Aura®

Contact Center administration tools and applications.

Which two market trends should be Included? (Choose two.)

- A. Engaging customers on their terms
- B. Customers initiating calls into the Contact Center by telephone only
- C. Evolution of the Contact Center agent
- D. Contact Center data gathered from generic reports only

Answer: A,D

5. The IT manager installed AACC on virtualized servers.

Which identifier is used for the creation of licenses?

- A. IP address
- B. MAC address
- C. Host ID
- D. Customer name

Answer: D