



La meilleure qualité le meilleur service

http://www.testpassport.fr

Service de mise à jour gratuit pendant un an

### 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.

File Edit View ContactCenter Window Help 글슬 같은 수용을 X 속 속 속 등 등 등 등 등 등 등 등 등 등 등 등 등 등 등 등		1	Quick Assess		
Contact Center 11 -	122 [main [TestQueue] 22				- 0
CCMS-01 P Or Application Manager Data S Application Variables [Full ( P Or Application Variables [F	Palette  Palette  Palette  Pale  Pale  Pale  Pale  Pale  Palette  Pa	a		- Canal Canal Canal	
	Arabar:				
	· Ameryman ·	6		A DECK OF STREET, STRE	7510
	Tage 1		and the second second	Ioul/Website Eus	
	Synchronization 21	Presi			3 7 4 8
	Marrie		State	Uner	Date Modified
	Contraction of the second			William Provident	

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