Avaya
33810X
Avaya Aura Contact Center Solution Design Exam

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Product Version

1. **Up to Date products, reliable and verified.**
2. **Questions and Answers in PDF Format.**

Question: 1

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

Answer: A

Question: 2

AMR Medicure wants to help their consumers If they have trouble doing searches on the AMR Medicure Web pages.
Which solution would meet AMR's requirements?

A. Co-Browsing Snap-In
B. Web Chat Snap-In
C. Presence Snap-In
D. Context Store Snap-In

Answer: B

Question: 3

When upgrading existing AACC Systems, which Avaya Engagement AACC package is available?

A. Agent Greeting
B. Instant Message
C. Resilience
D. Geographic Node

Answer: D

Question: 4

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

Answer: D

Question: 5

The IT manager installed AACC on physical servers. Which identifier is used for the creation of licenses?

A. MAC Address
B. Host ID
C. IP Address
D. Customer name

Answer: A

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