



ITTEST

QUESTION & ANSWER

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Exam : 33810X

**Title : Avaya Aura® Contact
Center Solution Design
Exam**

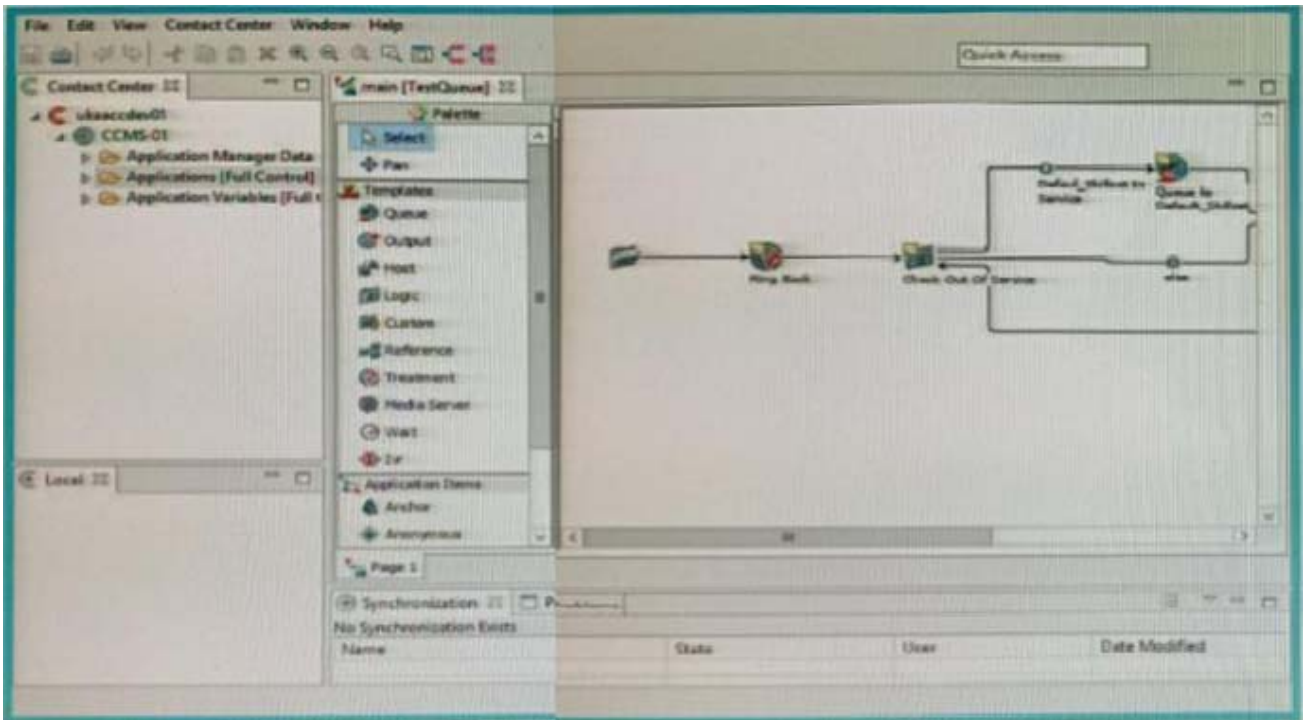
Version : DEMO

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.



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