ITTEST

QUESTION & ANSWER

Guías de estudio precisos, Alta tasa de paso!

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Exam : **3M00030A**

Title : Avaya Contact Center
Select (ACCS) Avaya
Professional Design
Specialist (APDS)

Version : DEMO

1.Avaya Contact Center Solutions for IP Office including Avaya IP Office Contact Center and Avaya Contact Center Select are solutions optimized for IP Office software.

A. True

B. False

Answer: A

2. HOTSPOT

Match each product to its description. For each description on the left, select the corresponding product from the drop-down list on the right.

Enables businesses to proactively deliver outbound communications and relevant information in a timely fashion, in order to provide consistent, high value customer experiences and improve overall customer lifetime value or CLV.

--Select--
Avaya IP Office Contact Center
Avaya Outbound Contact Express
Avaya Contact Center Select

Is a full-featured solution that delivers simplicity and exceptional value for contact centers with up to 100 agents focused primarily on support.

--Select--
Avaya IP Office Contact Center
Avaya Outbound Contact Express
Avaya Contact Center Select

Is an enterprise-class solution that offers simplicity without compromise, for contact centers with 30 to 250 agents that address the entire customer lifecycle.
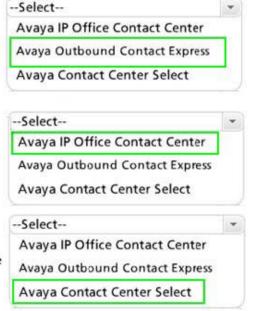
--Select--
Avaya IP Office Contact Center
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Answer:

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Avaya Contact Center Select

Explanation:

Enables business to proactively deliver outbound communication and relevant… - Avaya Outbound Contact Center Express Is a full-featured solution that delivers simplicity and exceptional value… - AvayaIP Office Contact Center Is a full enterprise-class solution that offers simplicity without compromise… - Avaya Contact Center Select

3.The Avaya Midmarket portfolio was created for midsize businesses because of which of the following reasons. (Select one.)
A. Current offers in the Customer Experience Management (former Contact Center) space were too complex and too expensive for some midsize businesses.
B. Current offers in the Customer Experience Management (former Contact Center) space had no blending of inbound, outbound, and multichannel workflows.
C. Current offers in the Customer Experience Management (former Contact Center) O space had full-featured multichannel solutions which were of no interest to midsize businesses.
D. Current offers in the Customer Experience Management (former Contact Center) space had too few deployment options that midsize businesses were looking for.
Answer: A

4.Which is an IP Office-based Midmarket contact center solution? (Select one.)
A. Avaya Aura® Call Center Elite for Midsize Enterprise
B. Avaya Proactive Contact
C. Avaya Outbound Contact Express
D. Avaya Aura® Contact Center
Answer: B
Explanation:
http://www.avaya.com/usa/solutions/midmarket-business/

5.Identify the maximum number of configured agents for all channels on Avaya Contact Center Select. (Select one.)
A. 100
B. 500
C. 1000
D. 3,000
Answer: C