Vendor: Avaya

Exam Code: 33810X

Exam Name: Avaya Aura® Contact Center Solution Design Exam

Version: DEMO

QUESTION 1

An administrator wants different real-time reporting displays which support the daily work of supervisors.
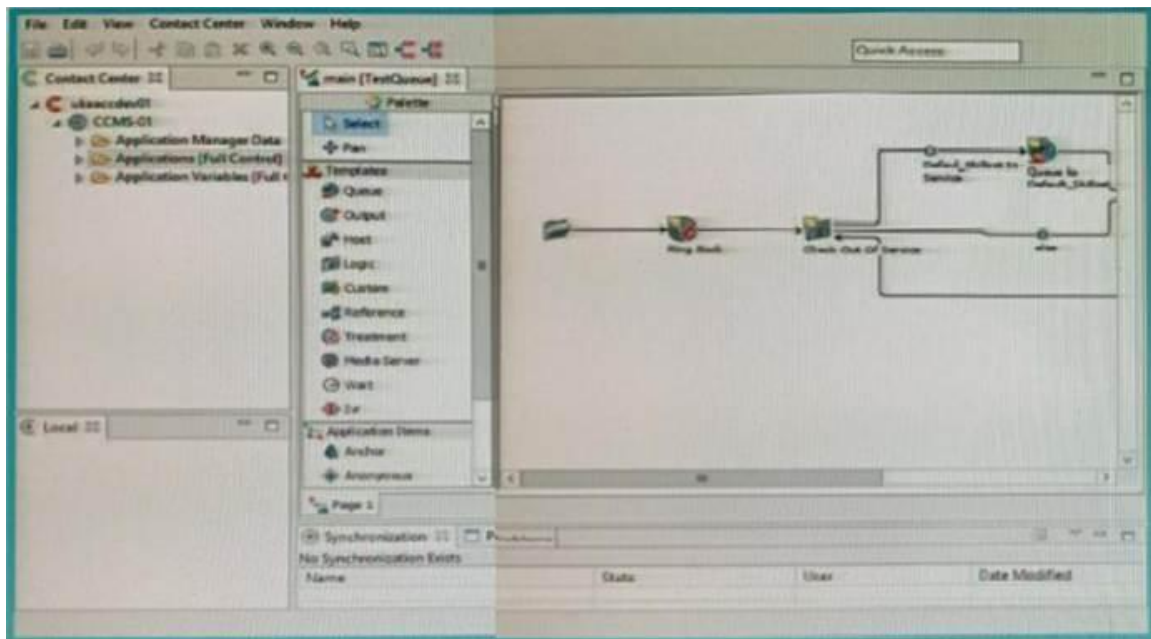Which two displays are available with AACC? (Choose two.)

A. Call by Call Display
B. Bill Board collection
C. Supervisor Chart
D. Agent Maps

Answer: CD

QUESTION 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

QUESTION 3

The CEO of a service company wants context rich information that Is Important for better customer experience.
Which development platform allows customers to add new capabilities to their solution?

A. Avaya BreezeTM

B. Avaya Experience Portal Platform
C. Avaya Performance Applications Platform
D. Avaya Applications Platform

Answer: B

QUESTION 4
Which Avaya Call Recorder provides Active Parallel Redundancy as option?

A. Avaya Enhanced Contact Recording
B. Avaya Contact Recording
C. Avaya Contact Recording Advanced
D. Avaya Basic Contact Recording

Answer: C

QUESTION 5
A finance director wants a solution that both answers Inbound calls during peak call times to avoid poor customer experience, and minimizes costs for additional agents.
Which solution meets these customer requirements?

A. Avaya IX TM Workplace
B. Avaya Callback Assist
C. Avaya IX TMM Workspaces
D. Avaya Agent Desktop

Answer: C

QUESTION 6
A customer wants a solution to minimize IT overhead costs and thick clients. Which Avaya application would you recommend to solve this business challenge?

A. Avaya IXTM Workforce Engagement
B. Avaya Control Manager
C. Avaya IXTM Workspaces
D. Avaya Breeze® Platform

Answer: D

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