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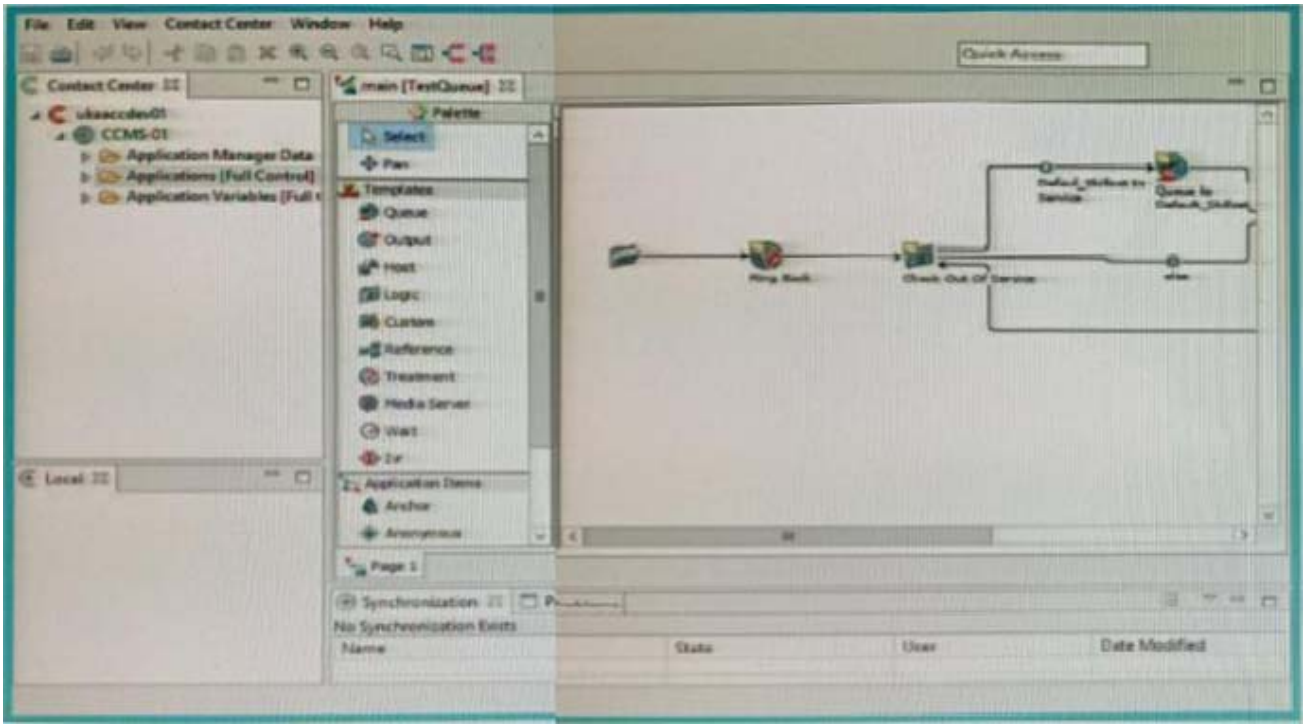
Exam : 33810X

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