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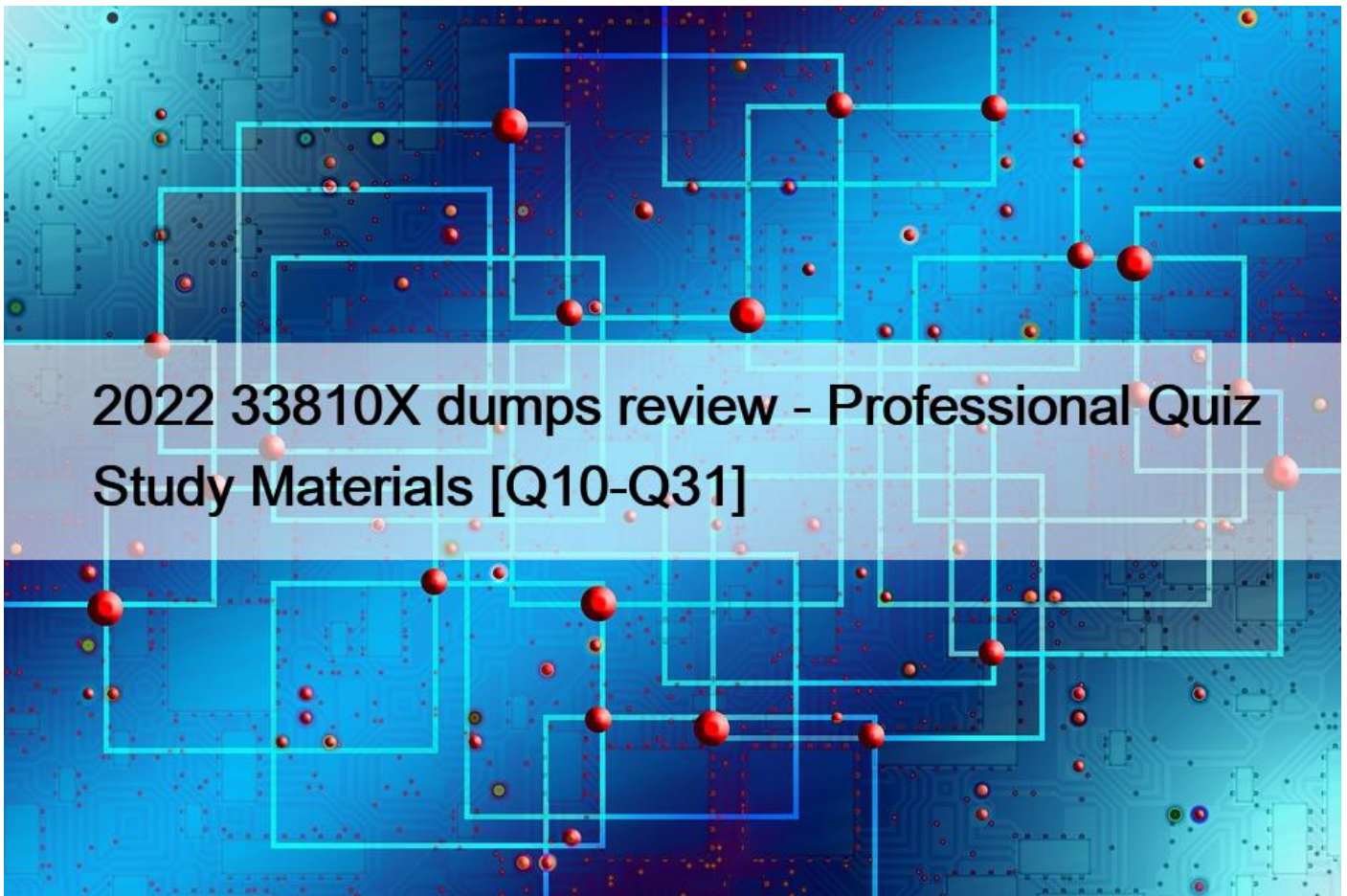

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NO.10 AACC interoperates with which two different Avaya applications? (Choose two.)
* Avaya Work Force Optimization Select
* Interaction Center
* Proactive Outreach Manager
* Call Back Automated

NO.11 The Security Manager of the IT department wants to know about the Web Services Security of AACC. Which requests are used by default to access Manager Administration?
* HTTP
* FTPS
* HTTPS and FTPS
* HTTPS

NO.12 What should a functional architecture discussion cover?
* Network plan of the existing Infrastructure

* Bill of Materials to quantify the costs
* Customer evolution plans and Avaya solution to their problems
* A design of the needed components and Interconnections

NO.13 The IT manager wants a powerful tool that can adapt and modify the contact flow in AACC-Which tool is used to change the contact flow in AACC?
* Contact Center Server Utility
* Contact Center Orchestration Designer
* Contact Center Manager Administrator
* Contact Center Manager Multimedia Administrator

NO.14 A design specialist prepares for a customer meeting, and knows that data on the customer, their Industry, and the possible competition, will need to be collected.

Which additional information is also needed?
* The salaries of the executives In the meeting
* The model numbers of the existing contact center equipment
* The Avaya solutions and services Avaya could offer
* The design diagram for discussion with customer

NO.15 Contact Center Multimedia supports a powerful Email Handler.

Which two sub-types of Email attachment files are supported? (Choose two.)
* Voice Mail
* Instant Messaging
* Short Message Service
* Web Communication

NO.16 Which three attributes describe the right context of a customer journey experience? (Choose three.)
* Specific Report focused
* Single Channel driven
* Seamless
* Personalized
* Intelligent

NO.17 Refer to the exhibit.

AACC allows the use of campaigns for Sales or Marketing purposes.

Which statement about Outbound campaigns is true?
* Agent Scripts are loaded Into Agent Desktop from the CCMM Database. 4-C
* Agent Scripts are loaded Into Agent Desktop from the CCT Database. 1-C
* Agent Scripts are loaded Into Agent Desktop from the CCMA Database. 3-C
* Agent Scripts are loaded Into Agent Desktop from the CCMS Database. 2-C

NO.18 A design specialist prepares for a customer presentation with a diagram, and needs to understand the differences between Logical and Functional Architecture, What is the purpose of the Logical Architecture Diagram?
* It highlights the logical flow within a network, without describing the physical Interconnection, and It Is ideally suited to explaining call/service flows or other Interactions.
* As a highly symbolic layered description of a system based upon different actions or processes, it is commonly used as a reference point for discussion given the lack of details.
* It depicts the entire network and its functions as Individual nodes, and It Is highly effective In communicating the totality of a particular concept.
* It IS a superset diagram which simultaneously portrays an end-state vision, a design ready for Implementation, the components of the bill of materials, and It is used to accelerate the sales cycle.

NO.19 The Avaya Software Investment Protection Policy (ASIPP) Offer has six codes for three packages with AACC Release 7. ASIPP codes are used to migrate the base system and voice agents from the current system to AACC R7 on Avaya Aura®.

The Agent for Preview and Progressive Outbound Is bundled with which package?
* AACC 7 Outbound ASIPP package
* AACC 7 Resilience (High Availability) ASIPP package
* AACC Multimedia ASIPP package
* AACC 7 Base System and Voice ASIPP package

NO.20 A Contact Center manager wants a fast First Call Resolution, and has requested a Skype for Business client software on Avaya Agent Desktop.

Which statement describes what the Avaya support department needs be prepared to tell the manager?
* Different Presence client software are supported on Avaya Agent Desktop.
* Agent Desktop does not support co-resident Skype for Business client software.
* Microsoft Lync Server are not supported.
* Microsoft Skype Server are not supported.

NO.21 Media Servers are needed in a SIP-enabled AACC

Which deployment allows the co-resident installation of Voice and Multimedia Contact Center with Media Server?
* Physical Mid-Range Server
* Physical Entry-Level Server
* VMware Mid-Range Server
* VMware High-End Server

NO.22 A support manager experienced that each Voice Contact runs through an application designed with the Which service controls the pathway through the application?
* Task Flow Executor (TFE)

* Telephony Services Manager (TSM)
* SIP Gateway Manager (SGM)
* Telephony Services Manager (TSM)

NO.23 There are several factors why customers will buy from Avaya which Include:

* The sales person understand their business.

* The sales person being perceive as a trusted adviser.

* The proposal contains real value in a manner relevant to them.

What are two additional factors? (Choose two,)
* The proposal value Is obvious, so It is not discussed.
* Avaya can deliver what has been promised.
* Avaya solution Is technologically better or equivalent to other proposals but less expensive.
* The executive summary section of the proposal highlights the solution features.

NO.24 A customer wants a solution to minimize IT overhead costs and thick clients. Which Avaya application would you recommend to solve this business challenge?
* Avaya IX? Workforce Engagement
* Avaya Control Manager
* Avaya IX? Workspaces
* Avaya Breeze® Platform

NO.25 Which Avaya Call Recorder provides Active Parallel Redundancy as option?
* Avaya Enhanced Contact Recording
* Avaya Contact Recording
* Avaya Contact Recording Advanced
* Avaya Basic Contact Recording

NO.26 Different CPU and RAM requirements for virtual machines are specified How many Resource Profiles are defined In a virtualized AACC?
* 4
* 2
* 1
* 3

NO.27 A customer Intends to connect two SIP enabled AACC on one Avaya Aura® UC Platform. Which capability is supported In this scenario?
* Email and Web Communication
* Microsoft Lync Integration
* Avaya Presence Service
* AACC High Availability

NO.28 The IT manager installed AACC on virtualized servers. Which identifier is used for the creation of licenses?
* IP address
* MAC address
* Host ID
* Customer name

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