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Question 1

Question Type: MultipleChoice

Different CPU and RAM requirements for virtual machines are specified How many Resource Profiles are defined In a virtualized AACC?

Options:

A- 4

B- 2

C- 1

D- 3

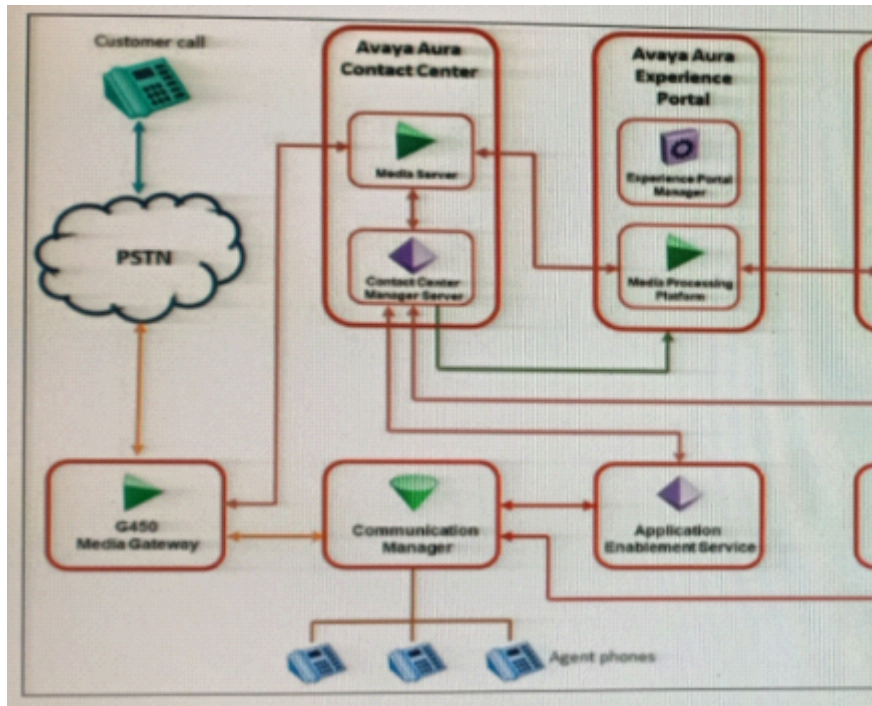
Answer:

A

Question 2

Question Type: MultipleChoice

Refer to the exhibit.



AACC routes contacts based on business logic to any SIP addressable endpoint.

Which statement about AACC Voice Contact is true?

Options:

A- It Is anchored In the Media Processing Platform.

B- It Is anchored In the G450.

C- It Is anchored In the Media Server.

D- It Is anchored in the Session Manager.

Answer:

D

Question 3

Question Type: MultipleChoice

AACC has an inbuilt Outbound Management.

Which resource controls the Preview Dialing method?

Options:

A- Manager

B- Administrator

C- Supervisor

D- Agent

Answer:

C

Question 4

Question Type: MultipleChoice

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?

Options:

A- Physical Mid-Range Server

B- Physical Entry-Level Server

C- VMware Mid-Range Server

D- VMware High-End Server

Answer:

A

Question 5

Question Type: MultipleChoice

A support manager experienced that each Voice Contact runs through an application designed with the Which service controls the pathway through the application?

Options:

A- Task Flow Executor (TFE)

B- Telephony Services Manager (TSM)

C- SIP Gateway Manager (SGM)

D- Telephony Services Manager (TSM)

Answer:

D

Question 6

Question Type: MultipleChoice

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.)

Options:

A- Uncertainty

B- Fear

C- Doubt

D- Anxiety

E- Worry

Answer:

B, C, E

Question 7

Question Type: MultipleChoice

Licenses are needed to allow service for a SIP enabled Contact Center. In which two locations can the license information located?
(Choose two.)

Options:

- A- Standby License Manager
- B- Local WebLM license file
- C- Remote WebLM server
- D- Remote license file

Answer:

A, B

Question 8

Question Type: MultipleChoice

A customer needs an application that is provided free of charge, and allows them to reduce the time required to develop and maintain scripts, workflows, and applications in the Avaya Aura Contact Center.

Which application will meet the customer's requirements?

Options:

- A- Avaya Control Manager
- B- Avaya one-X Agent Desktop
- C- Avaya Agent Desktop
- D- Avaya Contact Center Orchestration Designer

Answer:

C

Question 9

Question Type: MultipleChoice

A Contact Center manager knows that a modern agent Interface which can deliver all of the relevant customer information, creates a better customer experience.

Which two agent interfaces are supported with AACC Release 7.1? (Choose two)

Options:

- A- Avaya IX Workplace
- B- Avaya Agent Desktop a
- C- Avaya IX Workspaces
- D- Avaya one-X Agent Desktop

Answer:

B, C

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