



Free Questions for 33810X by vceexamstest

Shared by Rosales on 12-12-2023

For More Free Questions and Preparation Resources

Check the Links on Last Page

Question 1

Question Type: MultipleChoice

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?

Options:

A- HTTP

B- FTPS

C- HTTPS and FTPS

D- HTTPS

Answer:

D

Question 2

Question Type: MultipleChoice

The SIP-enabled AACC Communication Control Toolkit integrates the agents and supervisors within the SIP environment to offer features.

Which application programming interface type is used to publish the CCT functions?

Options:

A- Microsoft .NET

B- Open Database Connectivity (ODBC)

C- Open Computing Language (OpenGL)

D- Simple Direct Media Layer

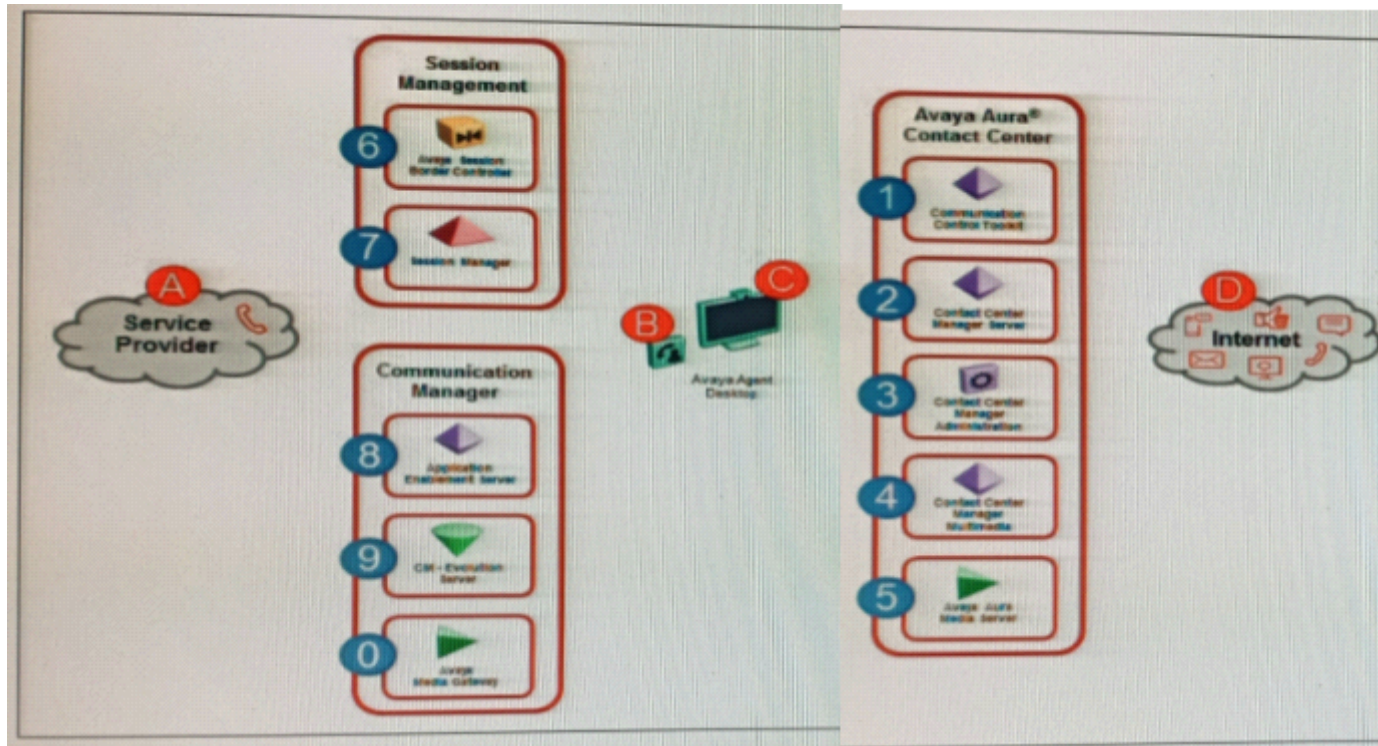
Answer:

B

Question 3

Question Type: MultipleChoice

Refer to the exhibit.



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

Which statement about Outbound campaigns is true?

Options:

- A- Agent Scripts are loaded Into Agent Desktop from the CCMM Database. 4-C
- B- Agent Scripts are loaded Into Agent Desktop from the CCT Database. 1-C

C- Agent Scripts are loaded Into Agent Desktop from the CCMA Database. 3-C

D- Agent Scripts are loaded Into Agent Desktop from the CCMS Database. 2-C

Answer:

B

Question 4

Question Type: MultipleChoice

A customer Intends to connect two SIP enabled AACC on one Avaya Aura UC Platform. Which capability is supported In this scenario?

Options:

A- Email and Web Communication

B- Microsoft Lync Integration

C- Avaya Presence Service

D- AACC High Availability

Answer:

C

Question 5

Question Type: MultipleChoice

Contact Center Multimedia supports a powerful Email Handler.

Which two sub-types of Email attachment files are supported? (Choose two.)

Options:

A- Voice Mail

B- Instant Messaging

C- Short Message Service

D- Web Communication

Answer:

A, B

Question 6

Question Type: MultipleChoice

A Contact Center manager wants a thin-client desktop with a powerful widget-driven approach.

Which three deployments are allowed for Avaya IX Workspaces? (Choose three.)

Options:

- A- One-X Agent
- B- Multimedia Contact Server only
- C- Voice and Multimedia Contact Server without Avaya Media Server
- D- Voice and Multimedia Contact Server with Avaya Media Server
- E- Voice Contact Server only

Answer:

C, D, E

Question 7

Question Type: MultipleChoice

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

Options:

- A- Avaya IX Workforce Engagement
- B- Avaya Control Manager
- C- Avaya IX Workspaces
- D- Avaya Breeze Platform

Answer:

D

Question 8

Question Type: MultipleChoice

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?

Options:

- A- Avaya IX Workplace
- B- Avaya Callback Assist
- C- Avaya IX M Workspaces
- D- Avaya Agent Desktop

Answer:

C

Question 9

Question Type: MultipleChoice

Which Avaya Call Recorder provides Active Parallel Redundancy as option?

Options:

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

Answer:

C

Question 10

Question Type: MultipleChoice

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?

Options:

- A- Avaya Breeze
- B- Avaya Experience Portal Platform
- C- Avaya Performance Applications Platform
- D- Avaya Applications Platform

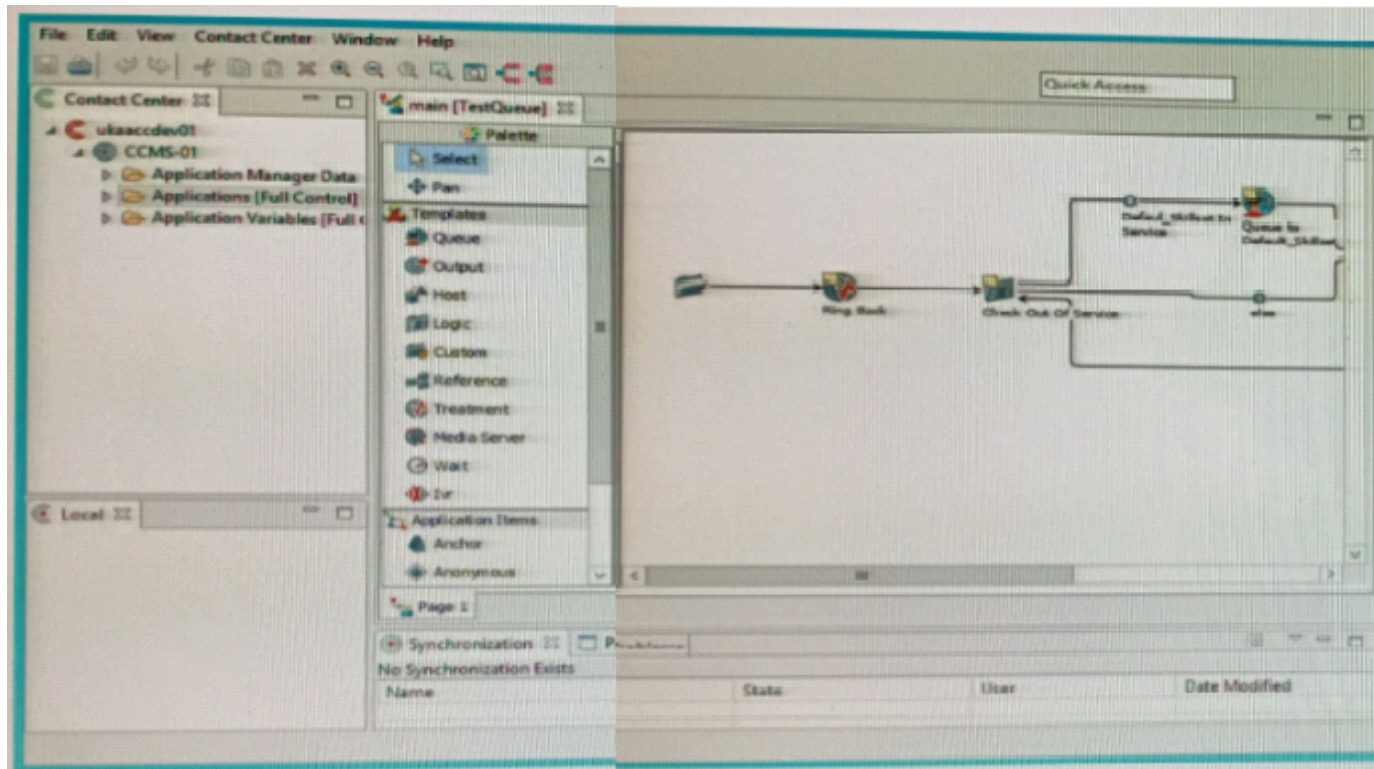
Answer:

B

Question 11

Question Type: MultipleChoice

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?

Options:

A- Avaya Agent Desktop

B- Avaya one-X Agent Desktop

C- Agent Map

D- Avaya Contact Center Orchestration Designer

Answer:

D

Question 12

Question Type: MultipleChoice

An administrator wants different real-time reporting displays which support the daily work of supervisors.

Which two displays are available with AACC? (Choose two.)

Options:

A- Call by Call Display

B- Bill Board collection

C- Supervisor Chart

D- Agent Maps

Answer:

C, D

To Get Premium Files for 33810X Visit

<https://www.p2pexams.com/products/33810x>

For More Free Questions Visit

<https://www.p2pexams.com/avaya/pdf/33810x>

