

## *Avaya*

33810X

*Avaya Aura Contact Center Solution Design Exam*

**Questions And Answers PDF Format:**

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### Question: 1

What should a functional architecture discussion cover?

- A. Network plan of the existing Infrastructure
- B. Bill of Materials to quantify the costs
- C. Customer evolution plans and Avaya solution to their problems
- D. A design of the needed components and Interconnections

**Answer: A**

### Question: 2

AMR Medicare wants to help their consumers if they have trouble doing searches on the AMR Medicare Web pages.

Which solution would meet AMR's requirements?

- A. Co-Browsing Snap-In
- B. Web Chat Snap-In
- C. Presence Snap-In
- D. Context Store Snap-In

**Answer: B**

### Question: 3

When upgrading existing AACC Systems, which Avaya Engagement AACC package is available?

- A. Agent Greeting
- B. Instant Message
- C. Resilience
- D. Geographic Node

**Answer: D**

### Question: 4

During the discovery conversation with South Travel Stores, they said they want to leave a chat message for the experts if they are not available.

Which component would the sales person offer South Travel Stores?

- 
- A. Co-browse Snap-In
  - B. Multimedia Messaging
  - C. Messaging (AAM)
  - D. Context Store Snap-In

**Answer: D**

### Question: 5

The IT manager installed AACC on physical servers. Which identifier is used for the creation of licenses?

- A. MAC Address
- B. Host ID
- C. IP Address
- D. Customer name

**Answer: A**

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