



Free Questions for 33810X by certsinside

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Question 1

Question Type: MultipleChoice

A Contact Center manager wants a first contact resolution with Avaya Agent Desktop Based on Avaya Breeze, which solution would Avaya offer with AACC?

Options:

- A- Engagement Assistant
- B- Presence Service
- C- Microsoft Lync
- D- Avaya Multimedia Messaging

Answer:

B

Question 2

Question Type: MultipleChoice

An IT manager wants a Callback offer leveraging AACC scripting and Web services, as well as the outbound capability of AACC.

What Is this solution called?

Options:

A- Call Completion No Reply (CCNR)

B- Call Back Assist (CBA)

C- Call Back Request (CBR)

D- Call Completion Busy Subscriber (CCBS)

Answer:

C

Question 3

Question Type: MultipleChoice

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,)

Options:

A- The proposal value is obvious, so it is not discussed.

B- Avaya can deliver what has been promised.

C- Avaya solution is technologically better or equivalent to other proposals but less expensive.

D- The executive summary section of the proposal highlights the solution features.

Answer:

A, C

Question 4

Question Type: MultipleChoice

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?

Options:

- A- The salaries of the executives In the meeting
- B- The design diagram for discussion with customer
- C- The Avaya solutions and services Avaya could offer
- D- The model numbers of the existing contact center equipment

Answer:

D

Question 5

Question Type: MultipleChoice

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?

Options:

- A-** 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.
- B-** 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.
- C-** It depicts the entire network and its functions as Individual nodes, and It Is highly effective In communicating the totality of a particular concept.
- D-** 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.

Answer:

C

Question 6

Question Type: MultipleChoice

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

Options:

A- IP address

B- MAC address

C- Host ID

D- Customer name

Answer:

D

Question 7

Question Type: MultipleChoice

Avaya One Source has orderable quotes for the Greenfield customer and existing customer.

How can a quote from Avaya One Source -Order center be placed as an order?

Options:

- A- By using Sales Force Updates
- B- By using Create Proposal SSR
- C- By using Create Order
- D- By using Create Upload Order SSR

Answer:

A

Question 8

Question Type: MultipleChoice

In addition to using open-ended questions, which three questions would a design specialist use when starting with a customer discovery conversation? (Choose three.)

Options:

- A- What is the percentage of customer support Issues that are resolved In one call?
- B- What are the agent performance reporting requirements?
- C- Which system support click-to-call from the web?
- D- What are the customer support pain points?
- E- What Is the IVR name?

Answer:

B, C, E

Question 9

Question Type: MultipleChoice

During a discovery conversation with a satellite television provider, a sales person learned that the business pain point of multi channel contact center capabilities are now a basic requirement, along with queuing, routing, tracking, and reporting of inbound, outbound, and blended calls.

Which value proposition would you use?

Options:

- A-** Avaya Aura Contact Center solutions enable blended multichannel so businesses can leverage Avaya customer experience management leadership In a solution that is optimized for use with Avaya Aura.
- B-** Avaya Aura Contact Center solutions allow businesses to leverage Avaya customer experience management leadership In a solution that Is fit for purpose.
- C-** Avaya Aura Contact Center solutions enable blended multichannel capabilities that can help to Improve customer experiences. Increase revenue, and customer lifetime value.
- D-** Avaya Aura Contact Center solutions extend Avaya's Innovation In customer experience management to businesses, with the simplicity and value they require.

Answer:

C

Question 10

Question Type: MultipleChoice

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?

Options:

- A- AACC 7 Outbound ASIPP package
- B- AACC 7 Resilience (High Availability) ASIPP package
- C- AACC Multimedia ASIPP package
- D- AACC 7 Base System and Voice ASIPP package

Answer:

B

Question 11

Question Type: MultipleChoice

When using a browser to administer the Avaya Aura Contact Center, which browser is supported with CCMA?

Options:

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

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