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**Vendor:**Avaya

**Exam Code:**33810X

**Exam Name:**Avaya Aura Contact Center Solution  
Design Exam

**Version:**Demo

### QUESTION 1

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?

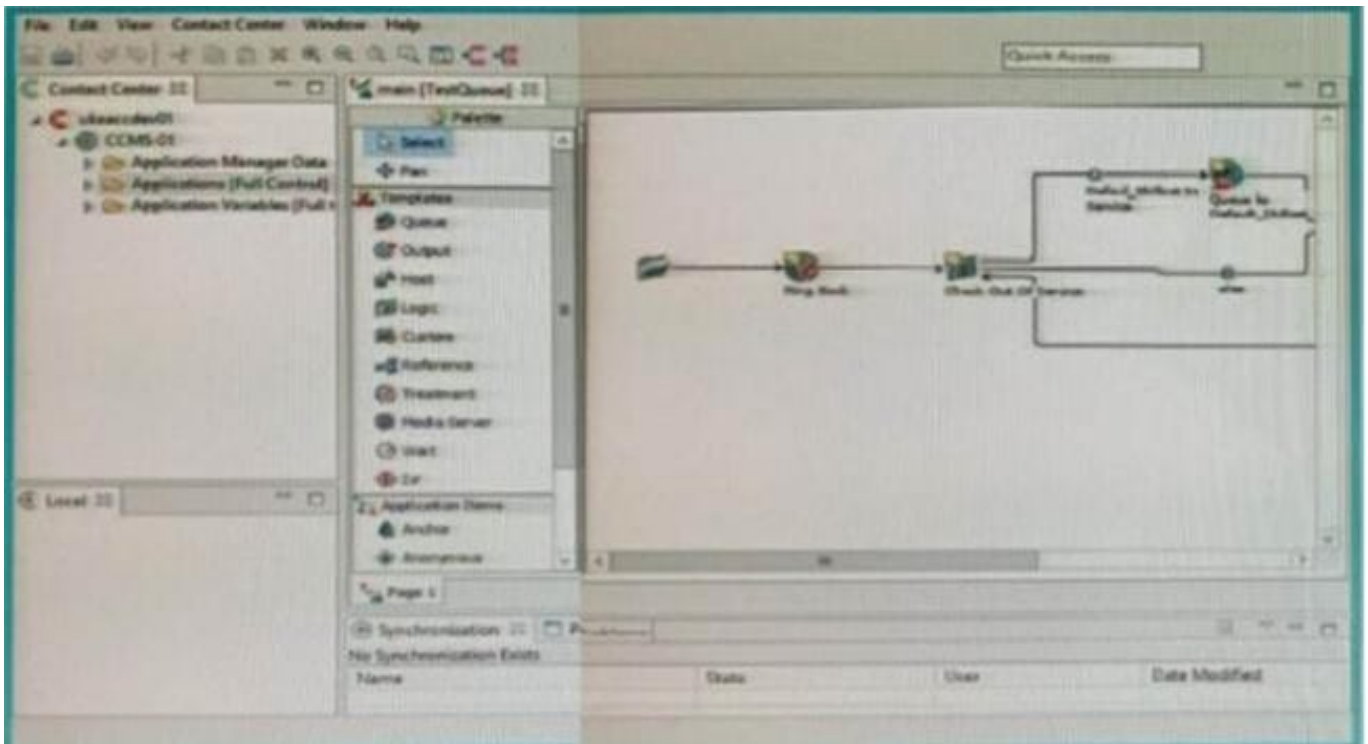
- A. Microsoft .NET
- B. Open Database Connectivity (ODBC)
- C. Open Computing Language (OpenGL)
- D. Simple Direct Media Layer

Correct Answer: B

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### QUESTION 2

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?

- A. Avaya Agent Desktop
- B. Avaya one-X Agent Desktop

C. Agent Map

D. Avaya Contact Center Orchestration Designer

Correct Answer: D

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### QUESTION 3

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

Correct Answer: A

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### QUESTION 4

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?

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

Correct Answer: D

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### QUESTION 5

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?

A. By using Sales Force Updates

B. By using Create Proposal SSR

C. By using Create Order

D. By using Create Upload Order SSR

Correct Answer: A

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**QUESTION 6**

Which group offers the AACC Callback Request solution that leverages AACC scripting and web services, as well as the outbound capability of AACC?

- A. Avaya technical staff
- B. Avaya Development team
- C. Avaya Support
- D. Avaya Professional Services

Correct Answer: B

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**QUESTION 7**

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?

- A. Physical Mid-Range Server
- B. Physical Entry-Level Server
- C. VMware Mid-Range Server
- D. VMware High-End Server

Correct Answer: A

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**QUESTION 8**

The Avaya Aura Media Server (AAMS) delivers a high Soft DSP / Media channel density.

How many Media Processing Units (MPU) can the AAMS provide with a Large Bare Metal Server?

- A. 4450
- B. 2200
- C. 1100
- D. 550

Correct Answer: A

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**QUESTION 9**

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?

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

Correct Answer: B

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#### **QUESTION 10**

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?

- 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

Correct Answer: B

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#### **QUESTION 11**

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?

- A. Avaya IX™ Workplace
- B. Avaya Callback Assist
- C. Avaya IX TMM Workspaces
- D. Avaya Agent Desktop

Correct Answer: C

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#### **QUESTION 12**

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?

- A. Call Completion No Reply (CCNR)
- B. Call Back Assist (CBA)
- C. Call Back Request (CBR)
- D. Call Completion Busy Subscriber (CCBS)

Correct Answer: C