

## [Jul-2022 Use Real 33810X Dumps - 100% Free 33810X Exam Dumps [Q19-Q39]

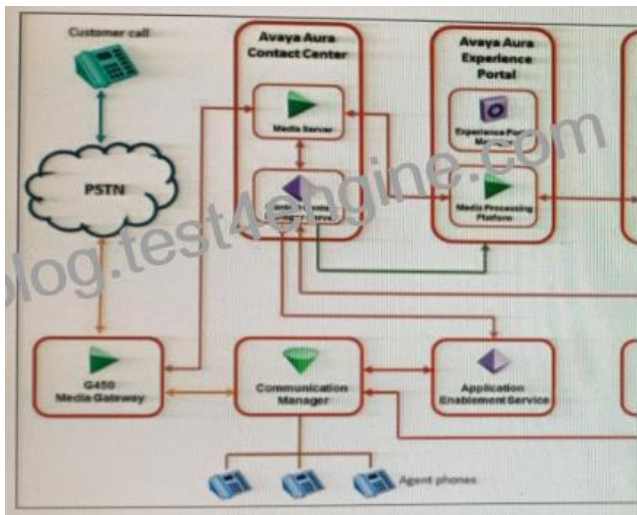


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**Q19.** The IT manager installed AACC on virtualized servers. Which identifier is used for the creation of licenses?

- \* IP address
- \* MAC address
- \* Host ID
- \* Customer name

**Q20.** Refer to the exhibit.



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

Which statement about AACC Voice Contact is true?

- \* It Is anchored In the Media Processing Platform.
- \* It Is anchored In the G450.
- \* It Is anchored In the Media Server.
- \* It Is anchored in the Session Manager.

**Q21.** 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?

- \* HTTP
- \* FTPS
- \* HTTPS and FTPS
- \* HTTPS

**Q22.** Which three attributes describe the right context of a customer journey experience? (Choose three.)

- \* Specific Report focused
- \* Single Channel driven
- \* Seamless
- \* Personalized
- \* Intelligent

**Q23.** 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?

- \* Call Completion No Reply (CCNR)
- \* Call Back Assist (CBA)
- \* Call Back Request (CBR)
- \* Call Completion Busy Subscriber (CCBS)

**Q24.** 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?

- \* 4450
- \* 2200
- \* 1100
- \* 550

Q25. Refer to the exhibit.



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

Which statement about Outbound campaigns is true?

- \* Agent Scripts are loaded Into Agent Desktop from the CCMM Database. 4-C
- \* Agent Scripts are loaded Into Agent Desktop from the CCT Database. 1-C
- \* Agent Scripts are loaded Into Agent Desktop from the CCMA Database. 3-C
- \* Agent Scripts are loaded Into Agent Desktop from the CCMS Database. 2-C

Q26. A customer wants a solution to minimize IT overhead costs and thick clients. Which Avaya application would you recommend to solve this business challenge?

- \* Avaya IX? Workforce Engagement
- \* Avaya Control Manager
- \* Avaya IX? Workspaces
- \* Avaya Breeze® Platform

Q27. The IT manager installed AACC on physical servers. Which identifier is used for the creation of licenses?

- \* MAC Address
- \* Host ID
- \* IP Address
- \* Customer name

Q28. 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.)

- \* One-X Agent
- \* Multimedia Contact Server only
- \* Voice and Multimedia Contact Server without Avaya Media Server
- \* Voice and Multimedia Contact Server with Avaya Media Server
- \* Voice Contact Server only

**Q29.** 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?

- \* By using Sales Force Updates
- \* By using Create Proposal SSR
- \* By using Create Order
- \* By using Create Upload Order SSR

**Q30.** AACC interoperates with which two different Avaya applications? (Choose two.)

- \* Avaya Work Force Optimization Select
- \* Interaction Center
- \* Proactive Outreach Manager
- \* Call Back Automated

**Q31.** 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?

- \* Avaya Control Manager
- \* Avaya one-X® Agent Desktop
- \* Avaya Agent Desktop
- \* Avaya Contact Center Orchestration Designer

**Q32.** A sales representative is preparing for a customer presentation with market trends for Avaya Aura® Contact Center administration tools and applications.

Which two market trends should be Included? (Choose two.)

- \* Engaging customers on their terms

D B) Customers initiating calls into the Contact Center by telephone only

- \* Evolution of the Contact Center agent
- \* Contact Center data gathered from generic reports only

**Q33.** AACC has an inbuilt Outbound Management.

Which resource controls the Preview Dialing method?

- \* Manager
- \* Administrator
- \* Supervisor
- \* Agent

**Q34.** AMR Medicare wants to help their consumers If they have trouble doing searches on the AMR Medicare Web pages.

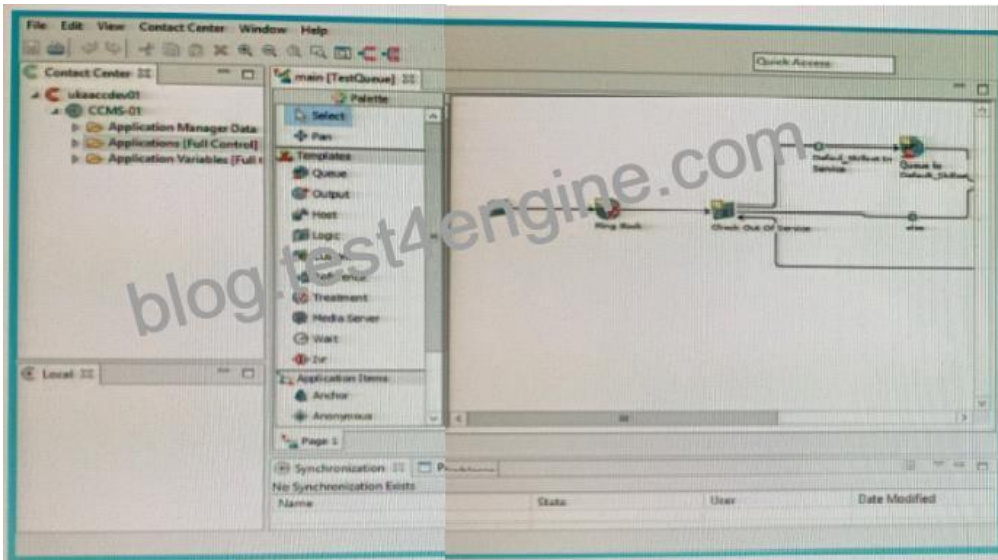
Which solution would meet AMR's requirements?

- \* Co-Browsing Snap-In
- \* Web Chat Snap-In
- \* Presence Snap-In
- \* Context Store Snap-In

**Q35.** When upgrading existing AACC Systems, which Avaya Engagement AACC package is available?

- \* Agent Greeting
- \* Instant Message
- \* Resilience
- \* Geographic Node

**Q36.** 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?

- \* Avaya Agent Desktop
- \* Avaya one-X® Agent Desktop
- \* Agent Map
- \* Avaya Contact Center Orchestration Designer

**Q37.** A Contact Center manager wants a fast First Call Resolution, and has requested a Skype for Business client software on Avaya Agent Desktop.

Which statement describes what the Avaya support department needs be prepared to tell the manager?

- \* Different Presence client software are supported on Avaya Agent Desktop.
- \* Agent Desktop does not support co-resident Skype for Business client software.
- \* Microsoft Lync Server are not supported.
- \* Microsoft Skype Server are not supported.

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