

**考試編碼:3M00030A**

**考試名稱: Avaya Contact Center**

**Select (ACCS) Avaya Professional  
Design Specialist (APDS)**

**版本: Demo**

QUESTION: 1

Avaya Contact Center Solutions for IP Office including Avaya IP Office Contact Center and Avaya Contact Center Select are solutions optimized for IP Office software.

- A. True
- B. False

Answer: A

QUESTION: 2

HOTSPOT

Match each product to its description. For each description on the left, select the corresponding product from the drop-down list on the right.

Enables businesses to proactively deliver outbound communications and relevant information in a timely fashion, in order to provide consistent, high value customer experiences and improve overall customer lifetime value or CLV.

--Select--  
Avaya IP Office Contact Center  
Avaya Outbound Contact Express  
Avaya Contact Center Select

Is a full-featured solution that delivers simplicity and exceptional value for contact centers with up to 100 agents focused primarily on support.

--Select--  
Avaya IP Office Contact Center  
Avaya Outbound Contact Express  
Avaya Contact Center Select

Is an enterprise-class solution that offers simplicity without compromise, for contact centers with 30 to 250 agents that address the entire customer lifecycle.

--Select--  
Avaya IP Office Contact Center  
Avaya Outbound Contact Express  
Avaya Contact Center Select

Answer:

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QUESTION: 3

The Avaya Midmarket portfolio was created for midsize businesses because of which of the following reasons. (Select one.)

- A. Current offers in the Customer Experience Management (former Contact Center) space were too complex and too expensive for some midsize businesses.
- B. Current offers in the Customer Experience Management (former Contact Center) space had no blending of inbound, outbound, and multichannel workflows.
- C. Current offers in the Customer Experience Management (former Contact Center) space had full-featured multichannel solutions which were of no interest to midsize businesses.
- D. Current offers in the Customer Experience Management (former Contact Center) space had too few deployment options that midsize businesses were looking for.

Answer: A

QUESTION: 4

Which is an IP Office-based Midmarket contact center solution? (Select one.)

- A. Avaya Aura?Call Center Elite for Midsize Enterprise
- B. Avaya Proactive Contact
- C. Avaya Outbound Contact Express

D. Avaya Aura?Contact Center

Answer: B

Reference:

<http://www.avaya.com/usa/solutions/midmarket-business/>

QUESTION: 5

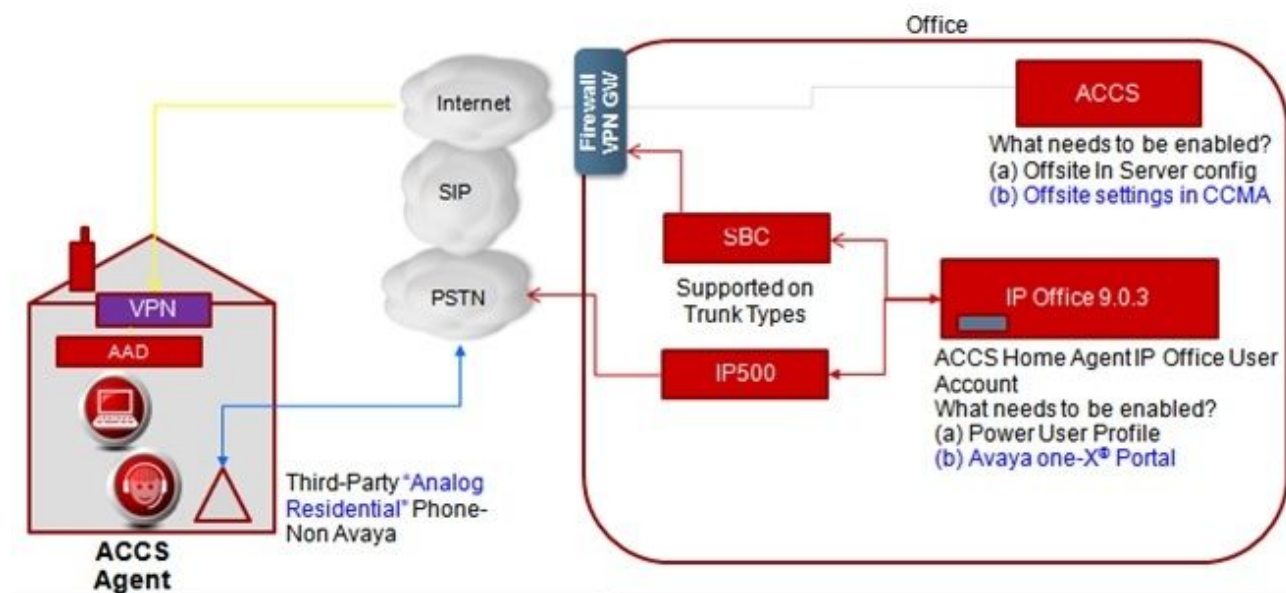
Identify the maximum number of configured agents for all channels on Avaya Contact Center Select. (Select one.)

- A. 100
- B. 500
- C. 1000
- D. 3,000

Answer: C

QUESTION: 6

Avaya Contact Center Select (ACCS) supports Home Worker Agent (Telecommuter) scenarios. Which is the scenario depicted in the diagram shown here? (Select one.)



- A. Agent works from home using an Avaya "VPN" Phone as their audio device - Secure Solution
- B. Agent works from home using their "Non Avaya" Phone as their audio device
- C. Agent works from home using an Avaya IP Office "SIP Softphone" as their audio device

- Secure Solution

Answer: C

QUESTION: 7

Which statements speak to the value of Avaya Contact Center Select? (Select two.)

- A. It is an enterprise-class solution that offers simplicity without compromise, for contact centers with 30 to 250 agents that address the entire customer lifecycle.
- B. It offers an optimized template proposal for the Midmarket which is scalable up to the enterprise market, and provides one investment stream across all market segments
- C. It is a full-featured solution that delivers simplicity and exceptional value for contact centers with up to 100 agents focused primarily on support.

Answer: B,C

QUESTION: 8

Which of the following describes the Avaya Contact Center Select (ACCS) Ignition Wizard? (Select one.)

- A. An ACCS service that performs one way synchronization of ACCS supervisors and agent accounts with their corresponding IP Office user accounts
- B. The starting point to determine the complete health of the ACCS application in terms of connectivity to IP Office, software health, debug tools, and log tools
- C. A graphical flowchart application to define workflow for all media types in ACCS
- D. A GUI based applications that allows the installer craftsperson to capture O customer specific deployment information and then complete the installation and commissioning of ACCS

Answer: D

QUESTION: 9

Which are capabilities of Avaya Contact Center Select (ACCS)? (Select four.)

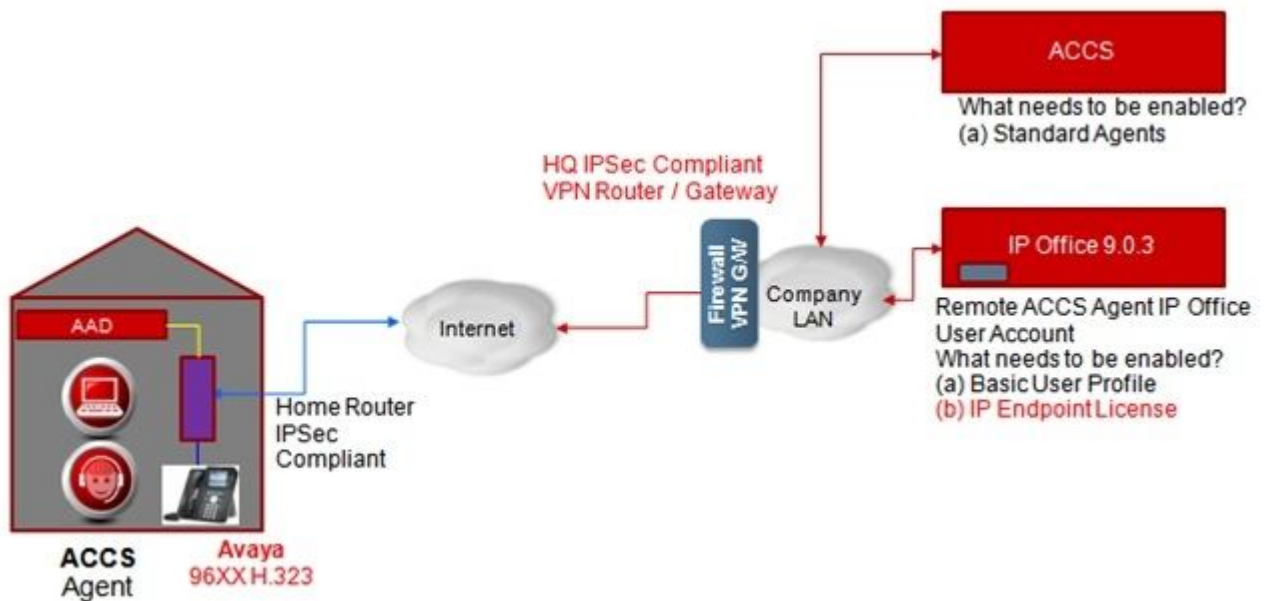
- A. Outbound calling campaigns
- B. Home worker agents
- C. Customer satisfaction surveys
- D. Call recording

E. Multimedia agents

Answer: A,B,D,E

QUESTION: 10

Avaya Contact Center Select (ACCS) supports Home Worker Agent (Telecommuter) scenarios. Which is the scenario depicted in the diagram shown here? (Select one.)



- A. Agent works from home using their "Non Avaya" Phone as their audio device
- B. Agent works from home using an Avaya "VPN" Phone as their audio device - Secure Solution
- C. Agent works from home using an Avaya IP Office "SIP Softphone" as their audio device - Secure Solution

Answer: C