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Q&A

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Exam : **4150**

Title : APSS Customer
Engagement Solution online
test

Version : DEMO

1. Which of the following questions would be appropriate to ask the CIO or line of business leader during the discovery process?

- A. Are you able to support all the touch points your customers want to contact you by?
- B. Are you able to connect the right agent with customers through your current routing?
- C. How are you supporting your mobile customers?
- D. Are you experiencing high agent turnover because of stress?
- E. All of the above

Answer: C

2. Which of the following are solution sets that roll up under the Avaya Customer Experience Solutions umbrella? (Select three.)

- A. Worker and Team Productivity
- B. Customer Experience
- C. Topline Growth
- D. Contact Center Efficiency
- E. Unified Access

Answer: BCD

3. The Avaya Oceana solution is composed of several high-level sub-systems.

Which of the following are sub systems of Avaya Oceana? (Select three.)

- A. IP Office
- B. A set of core components, deployed on Avaya Breeze™
- C. The Avaya Aura Suite, including Call Center Elite
- D. Avaya Control Manager

Answer: BCD

4. Avaya has set up a branch office in an emerging market in South Asia. The company engages a channel partner ("Partner" or "Channel Partner") who has contacts within the government to promote and sell its products and services in the above market. In connection with the above, the Partner pays two (2) government officials \$250 each. The Partner takes the position that these payments were not made to secure any government business, but rather to build relationships to position Avaya's business in the market.

Is the Partner potentially in breach of anti-bribery/anti-corruption laws and regulations and Avaya's Anti-Bribery/Anti-Corruption policy? (Select one)

- A. No, because the Partner didn't actually solicit any business for Avaya and the dollar value of the payment is relatively small.
- B. Yes, because anti-bribery/anti-corruption statutes and Avaya policy prohibit the improper influencing of a foreign public official to secure business from any source.

Answer: B

5. What resource does the Avaya Context Store Snap-in reside on?

- A. Avaya Breeze™
- B. Avaya Aura Experience Portal
- C. Avaya Aura Platform

D. Media Processing Server

Answer: A