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Avaya

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Avaya Experience Platform Connect Agent Proficient

Questions & Answers PDF

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Question: 1

What advanced CRM integration feature allows for real-time customer sentiment analysis during messaging interactions?

Response:

- A. Text analytics
- B. Keyword triggering
- C. Sentiment scoring
- D. Behavioral modeling

Answer: C

Question: 2

Which protocol is primarily used for real-time, secure messaging in a professional communication platform?

Response:

- A. HTTP
- B. SMTP
- C. XMPP
- D. FTP

Answer: C

Question: 3

Which technology is crucial for enabling the 'barge-in' functionality to operate seamlessly in high-volume interaction environments?

Response:

- A. Cloud-based storage
- B. Voice over Internet Protocol (VoIP)
- C. Real-time data streaming
- D. Advanced encryption standards

Answer: C

Question: 4

How can messaging interactions be enhanced for better user engagement?

Response:

- A. Automated greeting messages
- B. Real-time language translation
- C. User status indicators
- D. Message archiving

Answer: A

Question: 5

What protocol is primarily used for signaling in Avaya Experience Platform's Voice over IP (VoIP) implementations?

Response:

- A. H.323
- B. SIP (Session Initiation Protocol)
- C. RTP (Real-time Transport Protocol)
- D. SCCP (Skinny Client Control Protocol)

Answer: B

Question: 6

How does Avaya Workspaces leverage blockchain technology to enhance data security and integrity?

Response:

- A. By encrypting data transfers between nodes
- B. By creating immutable records of all customer interactions
- C. By facilitating secure, peer-to-peer transactions
- D. By ensuring transparent audit trails

Answer: B

Question: 7

When configuring the Avaya Experience Platform, which tool is used to define the call routing logic and workflow?

Response:

- A. Avaya Orchestration Designer
- B. Avaya Communication Manager
- C. Avaya Session Manager
- D. Avaya Contact Recorder

Answer: A

Question: 8

In Avaya Workspaces, which advanced integration allows for seamless connectivity with CRM systems to enhance customer interaction data?

Response:

- A. API gateway
- B. Middleware solutions
- C. Service orchestration
- D. Web services

Answer: A

Question: 9

In the context of the Avaya Experience Platform, what is the purpose of the Avaya Aura® Media Server?

Response:

- A. To provide media services like announcements, music, and tones.
- B. To handle call routing and session management.
- C. To manage user authentication and permissions.
- D. To serve as a data storage solution.

Answer: A

Question: 10

How can the use of contacts be optimized in a customer service context?

Response:

- A. Linking contact records with interaction logs

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- B. Establishing quick dial groups
 - C. Integrating social media profiles
 - D. Enabling direct messaging through CRM

Answer: A



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