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- **Vendor:** Avaya
- **Exam Code:** 37820X
- **Exam Name:** Avaya Midsize Solution Design Exam
- **Number of Questions:** 65
- **Certification Name:** Avaya Midsize Solution Design
- **Exam Language:** English
- **Promo Code For 37820X Dumps:** **Save20**



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### Question No. 1

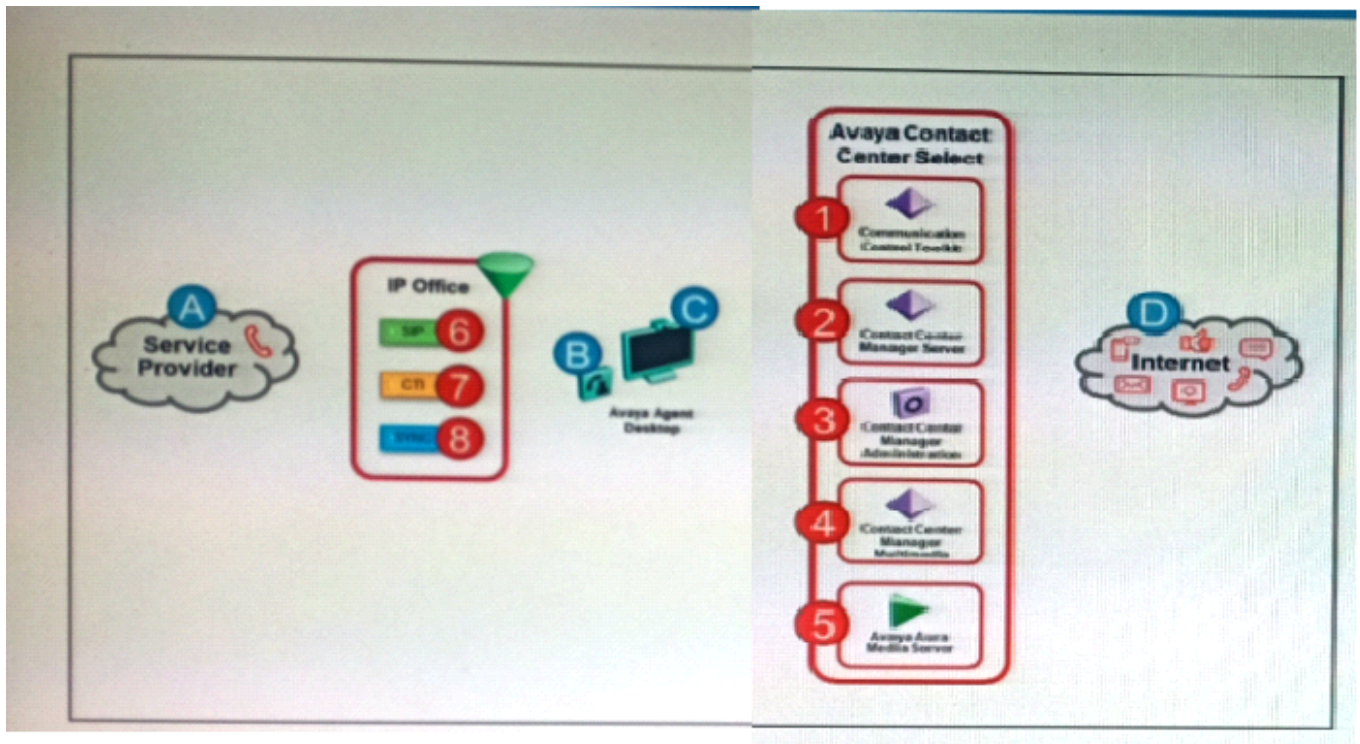
Which agent application uses the Communication Control Toolkit (CCT) function in Avaya Contact Center Select (ACCS)?

- A. one-X Agent
- B. Avaya Communicator
- C. Avaya Agent Desktop
- D. Agent Desktop Display

Answer: B

### Question No. 2

Refer to the exhibit.



How does the Avaya Contact Center Select (ACCS) route contacts based on business logic to supported endpoints?

- A. To IP Office and anchored In IP Office: A-6
- B. Through IP Office, controlled by CCMS and routed to the phoneset directly: A-6-2-B
- C. Through IP Office, controlled by CCMS and anchored In the Media Server: A-6-2-5
- D. Through IP Office, controlled by CCT and anchored In IP Office: A-6-1-7

Answer: D

### Question No. 3

In Avaya Contact Center Select, from where is social media data loaded Into the agent desktop?

- A. The Contact Center Manager Server database
- B. The Contact Center Manager Administration database
- C. The Communication Control Toolkit database

- **D.** The Contact Center Multimedia database

**Answer:** D

**Question No. 4**

A customer wants the helpful tool that is available to create marketing surveys in Avaya Contact Center Select (ACCS).

Which component is used to create surveys in ACCS?

- **A.** Outbound Campaign Management Tool
- **B.** Proactive Outreach Manager
- **C.** Communication Control Toolkit
- **D.** Orchestration Designer

**Answer:** A

**Question No. 5**

Which two routed contact types are supported in Avaya Contact Center Select (ACCS)? (Choose two.)

- **A.** Predictive Outbound
- **B.** MMS Text Messages
- **C.** Web Chat
- **D.** Scanned Documents <https://downloads.avaya.com/css/P8/documents/101059091>

**Answer:** C, D

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