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Avaya 62420T

Avaya Experience Platform Agent Proficient



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Product Version

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Latest Version: 6.0

Question: 1

How does Avaya Workspaces ensure that voice interactions are handled without interruptions from other types of interactions?

Response:

- A. By disabling chat and messaging features during calls
- B. Using dedicated channels for voice calls
- C. Prioritizing voice packets on the network
- D. It does not differentiate between interaction types

Answer: C

Question: 2

What aspect of CRM integration is most beneficial for immediate access to customer information in Avaya Workspaces?

Response:

- A. Real-time data synchronization
- B. Access to CRM through external devices
- C. Manual entry of CRM data
- D. Scheduled data updates only

Answer: A

Question: 3

How does the multi-interaction handling feature affect the performance of agents using Avaya Workspaces?

Response:

- A. Improves efficiency by allowing handling of multiple interactions simultaneously
- B. Decreases efficiency due to confusion
- C. Has no impact on performance
- D. Only allows handling of similar types of interactions

Answer: A

Question: 4

In Avaya Workspaces, what is the role of CRM integrations during a live customer interaction?

Response:

- A. To display only basic customer information
- B. To provide comprehensive customer insights and previous interaction history
- C. To integrate with social media profiles only
- D. No role during live interactions

Answer: B

Question: 5

What is the primary benefit of using predefined response templates in Avaya Workspaces for chat interactions?

Response:

- A. Increases response time
- B. Reduces typing errors
- C. Enhances personalization
- D. Decreases agent engagement

Answer: B

Question: 6

How can an agent use Avaya Workspaces to gather information about a customer?

Response:

- A. By accessing the FAQ section
- B. By using the client to do research
- C. By checking network logs
- D. By reviewing call transcripts

Answer: B

Question: 7

Which feature is crucial for effective management of high-volume chat interactions in Avaya Workspaces?

Response:

- A. Automated greeting messages
- B. Bulk message sending
- C. Quick response templates
- D. Single chat window operation

Answer: C

Question: 8

Which tool in Avaya Workspaces is crucial for accessing past customer interactions?

Response:

- A. Email notifications
- B. CRM application integration
- C. Network logs
- D. Call quality monitoring

Answer: B

Question: 9

Which feature should be accessed for managing voice interactions in Avaya Workspaces?

Response:

- A. Messaging tools
- B. Chat interface
- C. Voice interaction features
- D. Video conferencing

Answer: C

Question: 10

In Avaya Workspaces, where can an agent manage chat interactions?

Response:

- A. Voice interaction features
- B. Chat interaction features

- C. Email inbox
- D. Call log

Answer: B

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