



33820X^{Q&As}

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

Pass Avaya 33820X Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass4itsure.com/33820x.html>

100% Passing Guarantee
100% Money Back Assurance

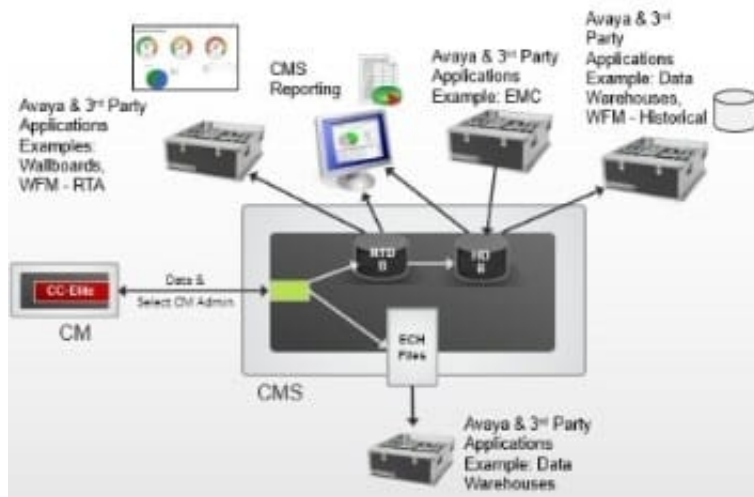
Following Questions and Answers are all new published by Avaya
Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers



**QUESTION 1**

Refer to the exhibit.



This exhibit shows an example of the Call Management System (CMS) and Call Center Elite architecture. A customer wants CMS so it can manage their separate business units, departments, or locations from a single reporting point.

How many Automatic Call Distribution (ACD) queues can a single CMS system report on?

- A. 15
- B. 10
- C. 8
- D. 5

Correct Answer: D

QUESTION 2

Avaya Common Servers supported for new orders for Virtual Appliance Deployments of Avaya Aura 8.1.x applications will be shipped with Dell Gen 10 servers using Intel Skylake processors. There are three (ASP 110, 120 and 130) variants of this Avaya Solutions Platform (ASP) that differ only in the way the software is loaded on the server, because the underlying hardware is the same.

Which two statements are true for the ASP 130? (Choose two.)

- A. Standard VMware version (non-customized) is used.
- B. Avaya provides tools to install/upgrade the VMware hypervisor.
- C. Apps are installed, and host managed using vSphere web client or customer-provided vCenter server.
- D. Remote upgrade of servers is supported, and site visit is not required.



Correct Answer: D

QUESTION 3

Many organizations are seeking ways to lower the cost of application development, management, maintenance, and updates.

To become agile to changing business conditions and minimize the cost of updates, which fully featured graphical development environment for creating applications, and runs on Avaya Experience Portal, is available for customers?

- A. Graphical Designer
- B. Call Vectoring
- C. Visual Designer
- D. Avaya IXTM Orchestration

Correct Answer: D

QUESTION 4

An agent license in Avaya Call Management System is consumed for each agent logged in to at least one measured skill. Regardless of the number of skills assigned to an agent, only one CMS agent license is consumed when an agent logs in to one or more measured skills. Agent licenses are enabled on CC Elite and CMS, and the Elite Agent licenses are for the ACD functionality.

If CMS is reporting on three ACDs with 500 active agents each, how many agents would it be licensed for?

- A. 500
- B. 750
- C. 1000
- D. 1500

Correct Answer: A

QUESTION 5

With the pre-built Virtual Private Clouds (VPCs) of Avaya OneCloud™ ReadyNow, Avaya is providing a robust foundation for enterprise cloud deployments. Each VPC is built as a dedicated software image of Avaya's market leading Contact Center solutions.

What is the default VPC hardware and software configuration?

- A. Dedicated hardware and shared software
- B. Shared hardware and shared software



C. Shared hardware and dedicated software

D. Dedicated hardware and dedicated software

Correct Answer: D

[33820X PDF Dumps](#)

[33820X VCE Dumps](#)

[33820X Study Guide](#)