



33820X^{Q&As}

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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**QUESTION 1**

A customer requires a Call Center feature that will provide the following:

1.

A routing algorithm to manage agents, call volumes, service levels, and predict call wait time

2.

As agents become available, select the next contact based on defined business objectives to meet service levels across the enterprise.

To meet these requirements, which Call Center Elite feature would you recommend?

A. Advanced Call Vectoring

B. Business Advocate

C. Best Service Routing

D. Expert Agent Selection

Correct Answer: C

QUESTION 2

Avaya OneCloud-Public Delivery leverages Avaya UC and CC technology and solutions for a seamless transition to the cloud. Which two options are available with Avaya OneCloud-Public Delivery? (Choose two.)

A. IXTM Orchestration

B. IXTM Contact Center

C. IXTM Workforce Engagement

D. IX,H Workplace

Correct Answer: AD

QUESTION 3

Avaya Elite Multichannel (EMC) is a Microsoft Windows-based software feature set.

Avaya Elite Multichannel R6.6 integrates with MS Dynamics 365 in which two use cases? (Choose two.)



- A. Avaya Elite Multichannel agent desktop (thick client) with Microsoft Dynamics web client
- B. Microsoft Dynamics (thin client) embedded with Avaya Elite Multichannel APIs (channel controls)
- C. Avaya Elite Multichannel agent desktop (thick client) and Microsoft Dynamics (thick client) embedded together on the agent desktop
- D. Microsoft Dynamics (thick client) embedded with Avaya Elite Multichannel APIs (channel controls)

Correct Answer: CD

QUESTION 4

Refer to the exhibit.

Avaya Aura® Deployment Options for Communication Manager

Application	Virtual Appliance					Non-Virtualized			
	Appliance		Virtualized Environment			Server Appliance "Bare metal"	Software Only		
	Virtual Appliances	Pod FX ¹	Customer Provided VMware	IaaS AWS	IaaS IBM BlueMix		Software Only	IaaS Google	IaaS Azure
Communication Manager	✓	with Pod FX	✓	✓	✓	✗	✓	✓	✓

The exhibit contains the deployment options for Communication Manager. What is the Virtual Appliance that Pod FX is transitioning to?

- A. Avaya Server Platform (ASP)
- B. Avaya Application Server (AAS)
- C. Avaya Solutions Platform (ASP)
- D. Avaya Common Platform (ACP)

Correct Answer: A

QUESTION 5

A Call Management System (CMS) Release 19 goes to market per the Avaya Global Product Distribution policy. It is sold through direct and indirect channels. The channel strategy and sales model are not affected by this release.

Which three are CMS Release 19 deployment options with the flexibility to meet the needs of every customer? (Choose three.)

- A. Amazon Web Services
- B. Oracle Sun Blade 150
- C. CMS Virtual Appliance OVA (Customer-provided VMware vSphere Platforms)
- D. Oracle Fire V880/V890



E. Avaya Solutions Platform Servers

Correct Answer: ACD

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