



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

A new customer needs a solution that runs on their existing Avaya Aura?Unified Communication (UC) platform, and provides basic and advanced call center features like Expert Agent Selection and Best Service Routing.

Based on these requirements, which solution would you recommend to the customer?

- A. Avaya Aura?Elite Multichannel
- B. Avaya Aura?Call Center Elite
- C. Avaya Intelligent Customer Routing
- D. Avaya Proactive Contact

Correct Answer: B

QUESTION 2

A customer needs to integrate a network of call centers for better load balancing and optimal agent utilization. They also need to monitor the status of the specified resources and adjust call processing. This would enable the system to compare the specified skills, identify the skill that provides best service to a call, and deliver the call to an agent in the skill. If no agents are available in the skill, the call is queued.

Which Avaya Aura Call Center Elite feature would you recommend to this customer?

- A. Advanced Call Vectoring
- B. Expert Agent Selection
- C. Best Service Routing
- D. Business Advocate

Correct Answer: C

QUESTION 3

Avaya OneCloud IX,H Contact Center is a true, multi-tenant, complete Contact Center solution that provides a simplified cloud experience for operations and agents. A customer needs skill-based call center routing as part of their solution.

Which two IXTM Contact Center bundles offer this feature? (Choose two.)

- A. Reporting Bundle
- B. Basic Bundle
- C. Voice Bundle



D. Advanced Bundle

Correct Answer: AB

QUESTION 4

Workspaces for Elite with POM Integration can Increase agent productivity by providing a unified desktop for agents to handle all inbound and outbound voice tasks, and which three types of calls? (Choose three.)

- A. Predictive
- B. Progressive
- C. Performance
- D. Proficient
- E. Preview

Correct Answer: BCE

QUESTION 5

A customer has inquired about Avaya Callback Assist (CBA) to learn about immediate and scheduled callbacks with Avaya Experience Portal. From a technical and administration standpoint, CBA supports which two environments? (Choose two.)

- A. CTI
- B. EC500
- C. PRI
- D. SIP

Correct Answer: BD

[33820X Practice Test](#)

[33820X Study Guide](#)

[33820X Braindumps](#)