



33820X^{Q&As}

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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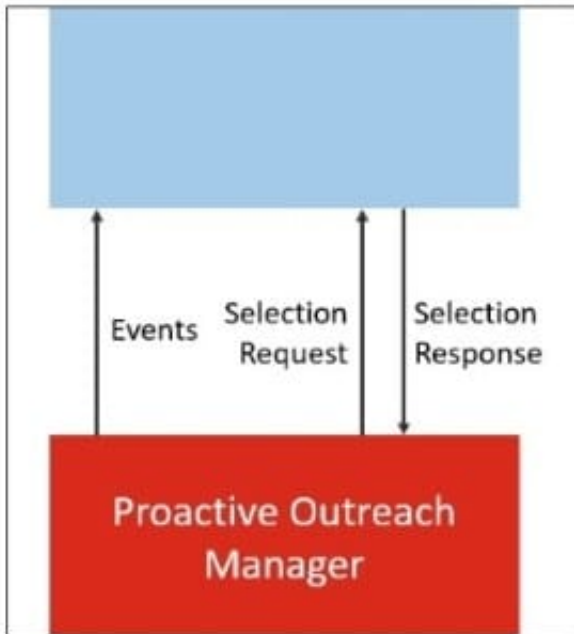
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QUESTION 1

Refer to the exhibit.



Based on the following features and functions:

1.

Able to choose the best agent available to handle an outbound contact

2.

Supports behavior-based past and predicted future behavior for customers and agents

3.

Supports data trending to determine patterns which is refreshed daily

4.

POM queries It at that moment In time when It decides on the agent handling a given call

Which application would you place in the blue box?

A. Avaya Intelligent Customer Routing

B. Workspaces for Elite with POM Integration

C. Best Service Routing

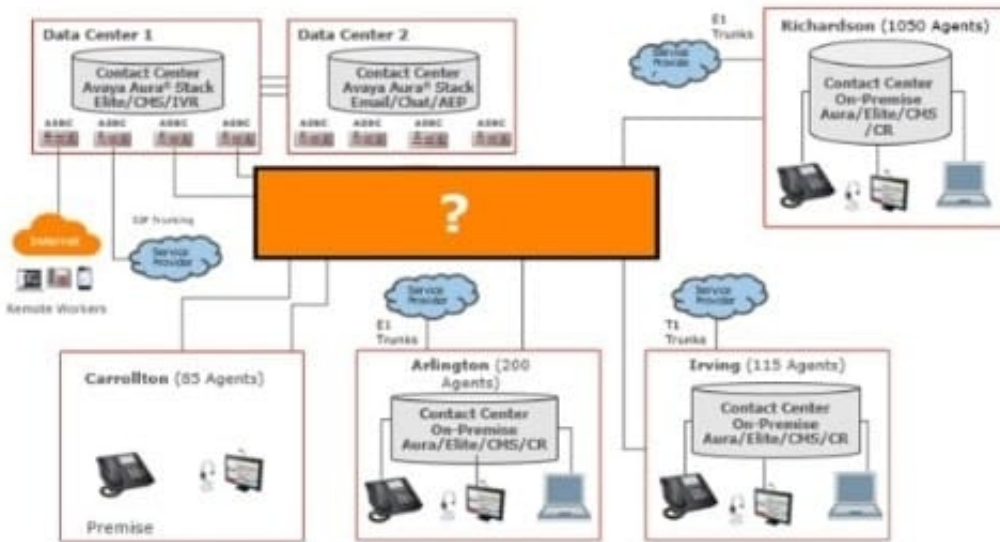
D. Afiniti Enterprise Behavioral Pairing

Correct Answer: A



QUESTION 2

Refer to the exhibit.



This high-level diagram shows what a customer's infrastructure might look like with their migration to Avaya OneCloud™ ReadyNow.

With the information in the exhibit, which routing technique would you place in the box with the question mark, to provide connectivity for application support?

- A. Multiprotocol TX Module (MTM)
- B. Multiprotocol Transmitter Module (MTM)
- C. Multiprotocol Label Switching (MPLS) SD-WAN
- D. Multiprotocol Ethernet (ME)

Correct Answer: D

QUESTION 3

Which two statements about the enhancements to Elite Multichannel Release 6.6 security are true? (Choose two.)

- A. All connections to EMC 6.6 Servers use only TLS 1.2 to communicate.
- B. Support for TLS 1.0 and 1.1 have been dropped from EMC 6.6.
- C. Elite Multichannel 6.6 supports WebLM Release 6.x.
- D. Elite Multichannel 6.6 uses SSLv3



Correct Answer: AD

QUESTION 4

Avaya Aura and Call Center Elite together help reduce the total cost of ownership (TCO) with centralization and consolidation.

Avaya's open architecture provides feature and investment options for any enterprise, and customers can choose from which two options? (Choose two.)

- A. Subscription-based payments
- B. Cloud Contact Center with AACC
- C. Managed Private or Hybrid Networks
- D. Cloud Storage Box

Correct Answer: C

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

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