

33820X^{Q&As}

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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QUESTION 1

With the pre-built Virtual Private Clouds (VPCs) of Avaya OneCloudTM ReadyNow, Avaya provides a robust foundation for enterprise cloud deployments. The complete solution requires elements provided by Avaya, a Partner, and/or the customer for a fully functional end-to-end solution.

Which two scenarios are supported In the Avaya OneCloudTM ReadyNow offer? (Choose two.)

- A. MPLS VPN/Software Defined WAN Connectivity
- B. CC Solutions with ACCS Connectivity
- C. Analog Trunk Access Connectivity
- D. PSTN Network Connectivity

Correct Answer: AD

QUESTION 2

Call Center Elite Release 8.x continues to support SIP end-to-end deployments, and is aimed at supporting Avaya Aura enhancements.

To support large capacity SIP call centers, what Is the number of concurrently logged in ACD SIP agents supported In Call Center Elite Release 8.x?

- A. 15,000
- B. 10,000
- C. 5000
- D. 12,000

Correct Answer: A

QUESTION 3

A client wants a solution to view live, real-time information, and see the immediate results of their adjustments.

From a migration standpoint, in addition to Avaya Aura? Call Center Elite, which additional application will preserve the customer investment?

- A. Avaya IXTM Workforce Engagement
- B. Avaya Intelligent Customer Routing
- C. Avaya Call Management System

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D. Avaya Aura? Elite Multichannel

Correct Answer: A

QUESTION 4

You have designed a reference solution that includes the Avaya G450 Media, which is targeted for mid-tolarge sized branch offices, medium sized standalone businesses, or small campus environments.

The robust TDM capabilities for scalability and deployment flexibility Includes 192 analog or digital (DCP) ports, up to 8 TI/E1s up to 10,000 Busy Hour Call Completions, and how much DSP channel capacity?

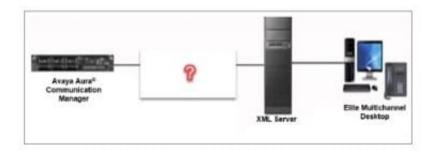
- A. 320
- B. 160
- C. 20
- D. 80

Correct Answer: C

https://www.trcnetworks.com/avaya-media-gateways-g250g350g430g450g650g860ig550/

QUESTION 5

Refer to the exhibit.



In this example, the target market is enterprise contact centers and general enterprise telephony customers who are implementing CTIapplications with Communications Manager.

Which open standards-based solution runs on a Linux server, is tightly integrated with a Communication Manager and Elite Multichannel solution, and is missing from this diagram?

- A. Avaya Aura? Session Manager
- B. Avaya Aura? Session Border Controller
- C. Avaya Aura? Application Enablement Services
- D. Avaya Aura? Media Server



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Correct Answer: A

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