33820X^{Q&As}

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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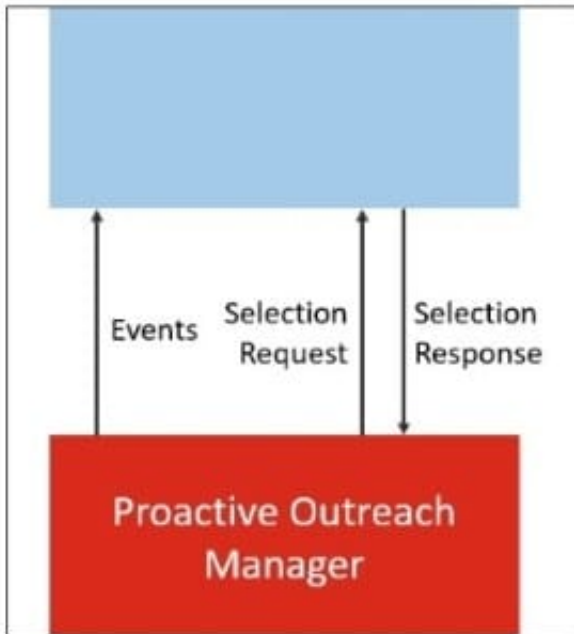
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QUESTION 1

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

An existing customer is interested in an Avaya Aura?suite that is comprised of the following applications:

1.

Desktop applications

2.

Call Routing Server

3.

Multimedia services

4.

Management applications

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

A. Avaya Proactive Contact

B. Avaya Aura?Elite Multichannel

C. Avaya Aura?Call Center Elite

D. Avaya Control Manager

Correct Answer: A

QUESTION 3

An Avaya customer has ordered an Avaya Call Management System (CMS) Release 19 without a turnkey server, for installation on one of their customer provided VMware vSphere systems.

The CMS Release 19 turnkey servers are provided by the Avaya Solutions Platform program, with the server fitting which profile?

A. ASP 110

B. ASP 100

C. ASP 120

D. ASP 130

Correct Answer: C

QUESTION 4

A Contact Center manager wants an application solution that will identify and determine the caller\\'s intent through simple customer conversations using speech and self-service. They also want to serve themselves and eliminate geographic boundaries through true enterprise routing.

Which application solution will meet their requirements?

A. Avaya Proactive Outreach Manager

B. Avaya IXTM Workforce Engagement

C. Avaya Intelligent Customer Routing

D. Avaya Call Management System

Correct Answer: A

QUESTION 5

The EMC Desktop loads plug-ins based on the settings in the EMC Desktop\\'s configuration.

Which plug-in allows agents to monitor the telephone activity of other call center agents or staff members they work closely with, and adds the ability to see the work Item history of an agent?

A. EMC Plug-In

B. Supervisor Plug-In

C. Presence Plug-In

D. Agent Plug-in

Correct Answer: B

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