



33820X^{Q&As}

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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QUESTION 1

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.

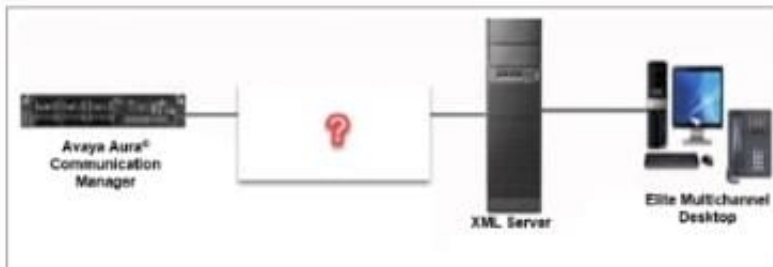
Which Avaya Aura Call Center Elite feature would you recommend to this customer?

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

Correct Answer: C

QUESTION 2

Refer to the exhibit.



In this example, the target market is enterprise contact centers and general enterprise telephony customers who are implementing CTI applications 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

Correct Answer: A



QUESTION 3

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.

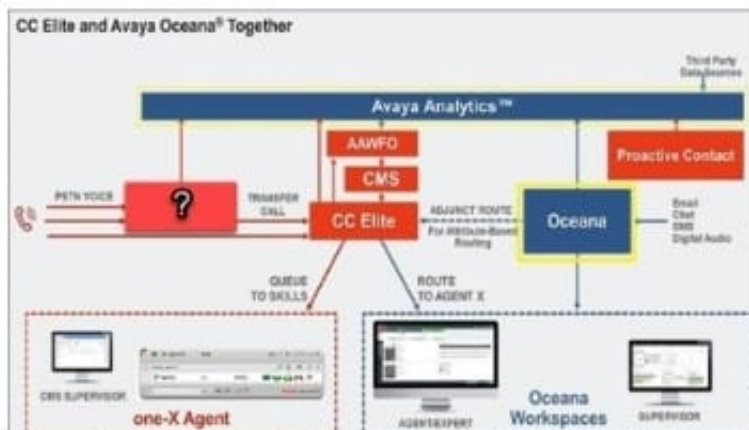
Which three are CMS Release 19 deployment options with the flexibility to meet the needs of every customer? (Choose three.)

- 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

QUESTION 4

Refer to the exhibit.



The exhibit shows a basic Avaya Oceana setup with Call Center Elite, showing a complete multi-touch solution with Call Center Elite serving customers via voice, and Oceana supporting email, chat, SMS, co-browsing and more.

In the box with the question mark (?), which Avaya Aura component is required to complete this illustration?

- A. Avaya Aura Application Enablement Services
- B. Avaya Aura Communication Manager
- C. Avaya Aura Call Center Elite Multichannel
- D. Avaya Experience Portal

Correct Answer: D



QUESTION 5

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 6

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 7

A customer wants to use the Avaya Aura?Media Server (AAMS) because of its advanced multimedia processing



features. Which three statements are true for the AAMS? (Choose three.)

- A. AAMS provides Communication Manager IP audio functionality.
- B. Pricing is differentiated, so customer will buy AAMS-enabled features unique to each adopter.
- C. AAMS is shareable between different adopters.
- D. AAMS provides virtualization, high channel density and no playback announcement limits.
- E. Experience Portal will use the AAMS as a media resource.

Correct Answer: ACD

QUESTION 8

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 9

An agent license in Avaya Call Management System is consumed for each agent logged in to at least one measured skill. Regardless of the number of skills assigned to an agent, only one CMS agent license is consumed when an agent logs in to one or more measured skills. Agent licenses are enabled on CC Elite and CMS, and the Elite Agent licenses are for the ACD functionality.

If CMS is reporting on three ACDs with 500 active agents each, how many agents would it be licensed for?

- A. 500
- B. 750
- C. 1000
- D. 1500

Correct Answer: A

QUESTION 10



You are designing a solution for a customer with Avaya IXTM Workforce Engagement and Avaya Contact Recorder (ACR) in their contact center.

When determining the number of DSP's required for agent recording in an all IP environment using DMCC Call Recording, what is the recommended ratio used?

- A. Number of agents X 5 = DSPs
- B. Number of agents X 4 = DSPs
- C. Number of agents X 3 = DSPs
- D. Number of agents X 2 = DSPs

Correct Answer: A

QUESTION 11

A customer wants to avoid large upfront capital expenses for software licenses with capacities that may or may not be needed.

Which Avaya OneCloud™ ReadyNow offer is the foundation of a rate card model that includes hardware, software usage, installation, operation, and maintenance as a monthly recurring charge?

- A. Virtual Private Clouds
- B. Ready Now Solutions
- C. Contact Center Bundles
- D. Proof of Concept

Correct Answer: A

QUESTION 12

Avaya Survey Assist is a multi-purpose application that allows you to easily create automated voice and SMS surveys. It supports full integration into the Avaya Experience Portal (AEP) and Proactive Outreach Manager (POM) for voice and SMS transactions.

Which two are current deployment options for Avaya Survey Assist? (Choose two.)

- A. Upgradable Single Box
- B. Cluster Mode
- C. Geo-redundancy
- D. Single Box

Correct Answer: AC

**QUESTION 13**

A customer requires support for a solution that will allow call center supervisors to monitor the activity of groups of agents, and they need to know more about monitoring agents with the Elite Multichannel (EMC) Supervisor Plug-in, which is part of the EMC Desktop. How many agents do the supervisors have the ability to monitor?

- A. 20 or less
- B. 15 or less
- C. 5 or less
- D. 10 or less

Correct Answer: D

https://documentation.avaya.com/ko-KR/bundle/PartnerCloudPoweredbyAvayaCaaSsolutionDescription_r30/page/EMC_features_in_CCaaS.html

QUESTION 14

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 15

Avaya enabled the automated installation of the Avaya OneCloud™ ReadyNow software. With each ReadyNow Solution, Avaya is delivering a pre-built golden image which includes the Avaya Virtual Machine applications or services.

Additionally, which program is leveraged to automate the implementation of network, firewalls, and security container?

- A. Avaya Update Manager
- B. Capacity Planner
- C. Avaya Maestro
- D. vCenter Manager

Correct Answer: C



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