

# DUMPS ARENA

## Avaya Aura Call Center Elite & Elite Multichannel Solution Design Exam

Avaya 33820X

Version Demo

Total Demo Questions: 10

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**QUESTION NO: 1**

From a migration standpoint, when implementing Avaya Oceana® and Avaya Analytics™, what are three ways that Avaya preserves the customer's Investment? (Choose three.)

- A. By using the benefit of Avaya IX™ Workforce Engagement
- B. By using the benefit of Call Center Elite
- C. By using the benefit of Avaya Call Management System
- D. By using the benefit of Avaya Proactive Contact
- E. By using the benefit of Avaya Aura® Contact Center

**ANSWER: A B C****QUESTION NO: 2**

Avaya OneCloud - Private Delivery provides a single-tenant dedicated software instance designed for large enterprise customers requiring higher feature sets, more control, customization, and higher security options.

Which Private Delivery option uses pre-defined data centers with an automated reference architecture to deliver a standard set of UC and CC solutions?

- A. Secure
- B. ReadyNow
- C. Custom
- D. Enterprise

**ANSWER: B****QUESTION NO: 3**

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.

**ANSWER: A B D**

**QUESTION NO: 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

**ANSWER: A B E**

**QUESTION NO: 5**

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 IX™ Contact Center bundles offer this feature? (Choose two.)

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

**ANSWER: B D**

**QUESTION NO: 6**

A customer wants their callers to have greater control over their interactions when they reach their contact centers. They want their callers to be able to get a callback when the next agent is available, or schedule a callback for a day/time that is most convenient. Callers should also be able to continue to hold. Avaya Callback Assist (CBA) gives a customer control of their interaction with the contact center by providing the customer with the estimated wait time and options.

Avaya Callback Assist (CBA) can be installed in which three different environments based on these business requirements? (Choose three.)

- A. TI/EI

- B. Analog
- C. SIP
- D. AACC
- E. CTI

**ANSWER: C D E**

#### **QUESTION NO: 7**

You are designing a solution for a customer with Avaya IX™ 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

**ANSWER: C**

#### **QUESTION NO: 8**

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

- Desktop applications
- Call Routing Server
- Multimedia services
- 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

**ANSWER: B**

**QUESTION NO: 9**

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

**ANSWER: C**

**QUESTION NO: 10**

Avaya Intelligent Xperiences provides different Avaya OneCloud deliveries.

Which software delivery is multi-tenant and designed for customers that require more standard feature functionality in their UC and CC solutions?

- A. Public
- B. Private
- C. Hybrid
- D. CPaaS

**ANSWER: A**