

## 33820X<sup>Q&As</sup>

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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## QUESTION 1

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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## QUESTION 2

Avaya OneCloud-Public Delivery leverages Avaya UC and CC technology and solutions for a seamless transition to the cloud. Which two options are available with Avaya OneCloud-Public Delivery? (Choose

two.)

- A. IX™ Orchestration
- B. IX™ Contact Center
- C. IX™ Workforce Engagement
- D. IX, H Workplace

Correct Answer: AD

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## QUESTION 3

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

Correct Answer: ABC

**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.

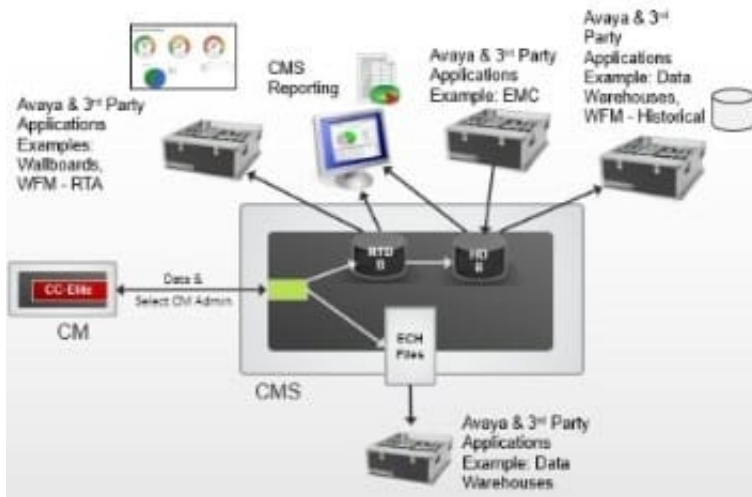
Which application solution will meet their requirements?

- 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**

Refer to the exhibit.



This exhibit shows an example of the Call Management System (CMS) and Call Center Elite architecture. A customer wants CMS so It can manage their separate business units, departments, or locations from a single reporting point.

How many Automatic Call Distribution (ACD) queues can a single CMS system report on?

- A. 15
- B. 10
- C. 8
- D. 5

Correct Answer: D

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