33820X^Q&As

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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QUESTION 1

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. IXTM Orchestration

B. IXTM Contact Center

C. IXTM Workforce Engagement

D. IX,H Workplace

Correct Answer: AD

QUESTION 2

During your discovery conversation with an existing Call Center Elite customer, they provided the following requirements:

1.

Increase in agents from 300 to 400

2.

Agent/Remote Workers 10% of agents

3.

Increase in CMS Supervisors from 30 to 40

4.

No increase in 900 Business Users

5.

Avaya IXTM Messaging (Customer Provided Server)

Which Design Scope would you select for this customer?

A. Core Suite Licenses: 1340-CCElite, CMS Agents one-X Agents: 400-CMS Supervisor License: 40 Remote Workers: 40-IXTM Messaging Users: 1340

B. Core Suite Licenses: 1300-CCElite, CMS Agents one-X Agents: 400-CMS Supervisor License: 30 Remote Workers: 30-IXTM Messaging Users: 1340

C. Core Suite Licenses: 1340-CCElite, CMS Agents one-X Agents: 400-CMS Supervisor License: 40 Remote Workers:
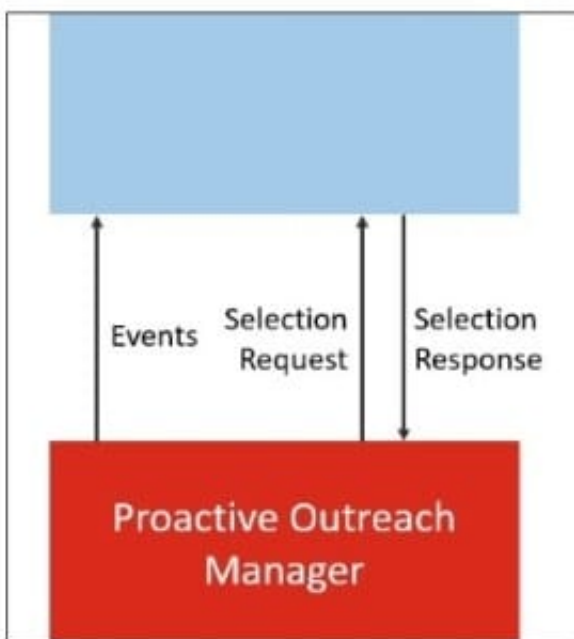
30-IXTM Messaging Users: 1340

D. Core Suite Licenses: 1300-CCElite, CMS Agents one-X Agents: 400-CMS Supervisor License: 40 Remote Workers: 30-IXTM Messaging Users: 1300

Correct Answer: D

QUESTION 3

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.

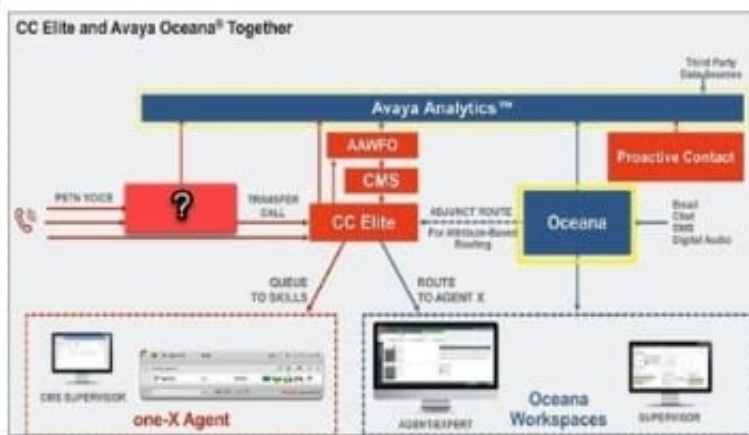POM queries It at that moment In time when It decides on the agent handling a given call

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 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

A customer wants to use their Contact Center strategically, rather than just as a mechanism to field customer calls. Which three are Workforce Engagement optional add-ons? (Choose three.)

A. Customer Feedback

B. Speech/Voice Analytics

C. Quality Monitoring

D. Workforce Management

E. Desktop and Process Analytics

Correct Answer: BCD

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