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Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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QUESTION 1

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

Correct Answer: ADE

QUESTION 2

A client wants a solution to view live, real-time information, and see the immediate results of their adjustments.

From a migration standpoint, in addition to Avaya Aura?Call Center Elite, which additional application will preserve the customer investment?

A. Avaya IXTM Workforce Engagement

B. Avaya Intelligent Customer Routing

C. Avaya Call Management System

D. Avaya Aura?Elite Multichannel

Correct Answer: A

QUESTION 3

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

Which Avaya OneCloudTM 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 4

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 5

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

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