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QUESTION 1

A customer requires a solution that has a broad appeal across all vertical markets, and simplifies the management operations of Avaya-based solutions through a centralized administration platform. This solution will also reduce costs, enhance security and access, all without increasing complexity.

Which application solution would you present to this customer?

- A. Avaya Control Manager
- B. Avaya Intelligent Customer Routing
- C. Avaya Proactive Outreach Manager
- D. Avaya Experience Portal

Correct Answer: A

QUESTION 2

Based on customer feedback, what was the top priority in 2019 for Contact Center organizations?

- A. To increase first contact resolution
- B. To increase agent retention
- C. To increase self-service usage
- D. To increase digital channel usage

Correct Answer: A

QUESTION 3

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 4

A customer wants a higher balance efficiency by leveraging their contact center as a strategic resource.

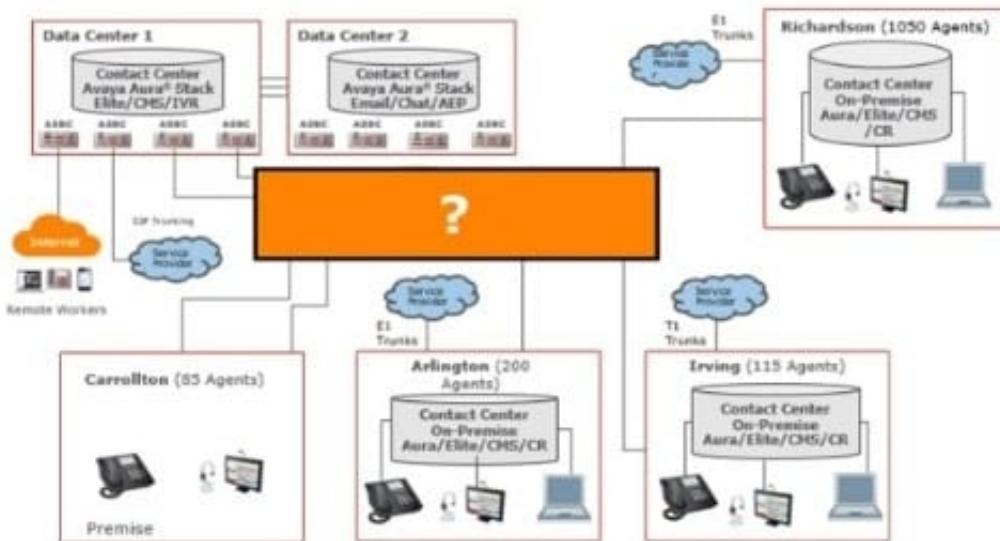
Using one platform and single-user interface, what are three functions that Avaya IXTM Workforce Engagement unifies? (Choose three.)

- A. Quality Monitoring
- B. Enterprise Analytics
- C. Customer Feedback
- D. Expert Agent Selection
- E. Workforce Management

Correct Answer: ABE

QUESTION 5

Refer to the exhibit.



This high-level diagram shows what a customer's infrastructure might look like with their migration to Avaya OneCloud™ ReadyNow.

With the information in the exhibit, which routing technique would you place in the box with the question mark, to provide connectivity for application support?

- A. Multiprotocol TX Module (MTM)
- B. Multiprotocol Transmitter Module (MTM)
- C. Multiprotocol Label Switching (MPLS) SD-WAN
- D. Multiprotocol Ethernet (ME)

Correct Answer: D

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