33820X^Q&As

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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QUESTION 1

You are designing a solution for a customer with Avaya IXTM 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

Correct Answer: A

QUESTION 2

A customer has provided you with the following solution requirements:

1.

A 360-degree view of the customer journey across touch points and agent interactions

2.

Leverage the thin client Interface to reduce costs versus downloading and managing thick clients

3.

No modifications to the Call Center Elite infrastructure

4.

Enrich and personalize the customer experience by delivering relevant customer information from multiple sources

To enhance their call center solution, which application solution would you recommend to the customer?

A. Avaya IXTM Workforce Engagement

B. Avaya Call Management System

C. Avaya Workspaces?for Elite

D. Avaya Breeze?

Correct Answer: C

QUESTION 3

Refer to the exhibit.
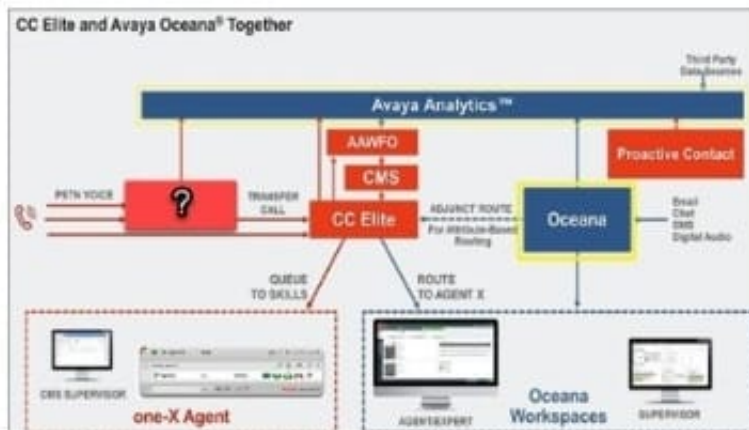
The exhibit shows a basic Avaya Oceana setup with Call Center Elite, showing a complete multi-touch solution with Call Center Elite serving customers via voice, and Oceana supporting email, chat, SMS, co-browsing and more.

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 4

Which Cloud Delivery enables partners and customers to integrate a wide range of features, including SIP Trunking, global DID and 800 service, voice notification, messaging, and API workflows?

A. Private Delivery

B. Public Delivery

C. CPaaS Delivery

D. Hybrid

Correct Answer: C

https://www.ngcnetworks.co.uk/wp-content/uploads/2019/05/Avaya-OneCloud-Brochure.pdf

QUESTION 5

A customer with a large Contact Center needs a self-service landing pad for incoming calls to handle all the requests that don\\'t require agent support, and also provide a means to fairly distribute agent-bound calls among multiple sites by using Avaya Intelligent Customer Routing (ICR).

When there are multiple Communication Manager (CM) systems, what allows ICR to connect to the PSTN and CM with Call Center Elite systems via SIP?

A. Avaya Aura Session Manager

B. Avaya Session Border Controller

C. Avaya Oceana

D. Avaya Aura Media Server

Correct Answer: A