

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

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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## QUESTION 1

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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## QUESTION 2

A Call Management System (CMS) Release 19 goes to market per the Avaya Global Product Distribution policy. It is sold through direct and indirect channels. The channel strategy and sales model are not affected by this release.

Which three are CMS Release 19 deployment options with the flexibility to meet the needs of every customer? (Choose three.)

- A. Amazon Web Services
- B. Oracle Sun Blade 150
- C. CMS Virtual Appliance OVA (Customer-provided VMware vSphere Platforms)
- D. Oracle Fire V880/V890
- E. Avaya Solutions Platform Servers

Correct Answer: ACD

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## QUESTION 3

Workspaces for Elite with POM Integration can increase agent productivity by providing a unified desktop for agents to handle all inbound and outbound voice tasks, and which three types of calls? (Choose three.)

- A. Predictive
- B. Progressive
- C. Performance
- D. Proficient

E. Preview

Correct Answer: BCE

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## QUESTION 4

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

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## QUESTION 5

A customer requires a Call Center feature that will provide the following:

1.  
A routing algorithm to manage agents, call volumes, service levels, and predict call wait time
2.  
As agents become available, select the next contact based on defined business objectives to meet service levels across the enterprise.

To meet these requirements, which Call Center Elite feature would you recommend?

- A. Advanced Call Vectoring

B. Business Advocate

C. Best Service Routing

D. Expert Agent Selection

Correct Answer: C

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