

33820X^{Q&As}

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

Pass Avaya 33820X Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.leads4pass.com/33820x.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Avaya
Official Exam Center

- ⚙ **Instant Download** After Purchase
- ⚙ **100% Money Back** Guarantee
- ⚙ **365 Days** Free Update
- ⚙ **800,000+** Satisfied Customers



QUESTION 1

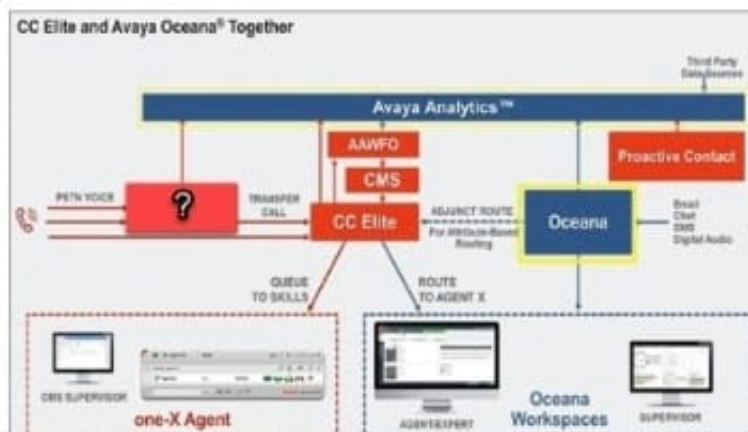
Which three statements are true for the Avaya Aura?Call Center Elite ordering process? (Choose three.)

- A. Call Center Elite requires CMS.
- B. Call Center Elite 8.0 goes to market per the Avaya Global Product Distribution policy.
- C. CC-Elite can be ordered as a standalone for a 3rd party PBX.
- D. It is sold through Direct and Indirect channels.
- E. Call Center Elite includes Business Advocate.

Correct Answer: BCE

QUESTION 2

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.

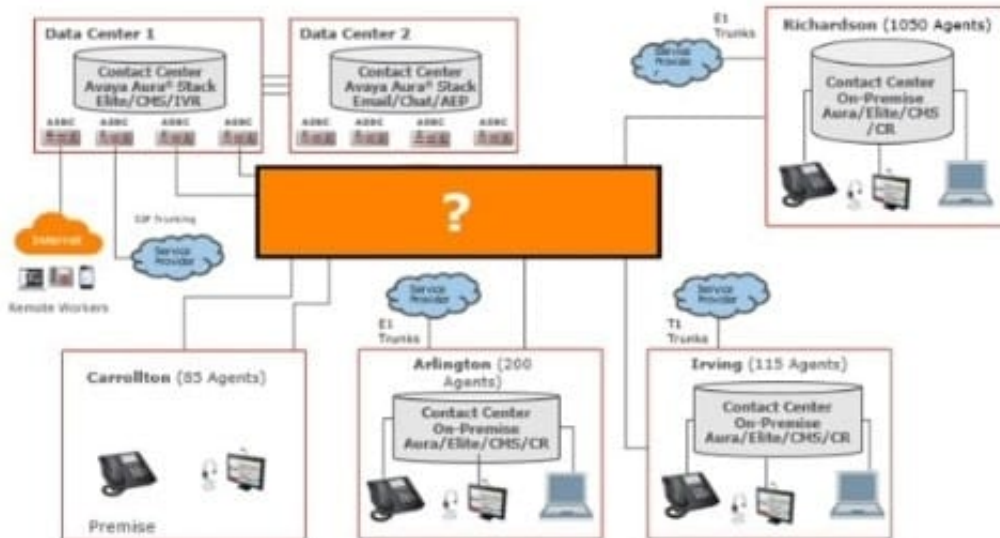
In the box with the question mark (?), which Avaya Aura?component is required to complete this illustration?

- 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 3

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

QUESTION 4

A customer requires a backup AEP system maintained in a different geographical location, where a manual process will move the licenses from the primary to the backup site.

Which disaster recovery solution would you recommend to this customer using Enterprise Wide Licensing?

- A. Primary-Secondary
- B. Active-Active
- C. Active-Passive
- D. Primary-Backup

Correct Answer: A

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

QUESTION 6

A customer requires support for a solution that will allow call center supervisors to monitor the activity of groups of agents, and they need to know more about monitoring agents with the Elite Multichannel (EMC) Supervisor Plug-in, which is part of the EMC Desktop. How many agents do the supervisors have the ability to monitor?

A. 20 or less

B. 15 or less

C. 5 or less

D. 10 or less

Correct Answer: D

[https://documentation.avaya.com/ko-KR/bundle/](https://documentation.avaya.com/ko-KR/bundle/PartnerCloudPoweredbyAvayaCaaSsolutionDescription_r30/page/EMC_features_in_CCaaS.html)

[PartnerCloudPoweredbyAvayaCaaSsolutionDescription_r30/page/EMC_features_in_CCaaS.html](https://documentation.avaya.com/ko-KR/bundle/PartnerCloudPoweredbyAvayaCaaSsolutionDescription_r30/page/EMC_features_in_CCaaS.html)

QUESTION 7

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 8

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 9

Call Center Elite has the same deployment flexibility as Avaya Aura® Communication Manager (CM). Which two are deployment options for Call Center Elite? (Choose two.)

- A. Multiple Server-Multiple VMS
- B. Multiple Servers with Single VMS
- C. Cloud: Communication Manager with Call Center Elite on Amazon Web Services (AWS)
- D. CM Server Separation

Correct Answer: CD

QUESTION 10

Avaya Common Servers supported for new orders for Virtual Appliance Deployments of Avaya Aura® 8.1.x applications will be shipped with Dell Gen 10 servers using Intel Skylake processors. There are three (ASP 110, 120 and 130) variants of this Avaya Solutions Platform (ASP) that differ only in the way the software is loaded on the server, because the underlying hardware is the same.

Which two statements are true for the ASP 130? (Choose two.)

- A. Standard VMware version (non-customized) is used.
- B. Avaya provides tools to install/upgrade the VMware hypervisor.
- C. Apps are installed, and host managed using vSphere web client or customer-provided vCenter server.
- D. Remote upgrade of servers is supported, and site visit is not required.

Correct Answer: D

QUESTION 11

An existing customer is interested in an Avaya Aura?suite that is comprised of the following applications:

1.

Desktop applications

2.

Call Routing Server

3.

Multimedia services

4.

Management applications

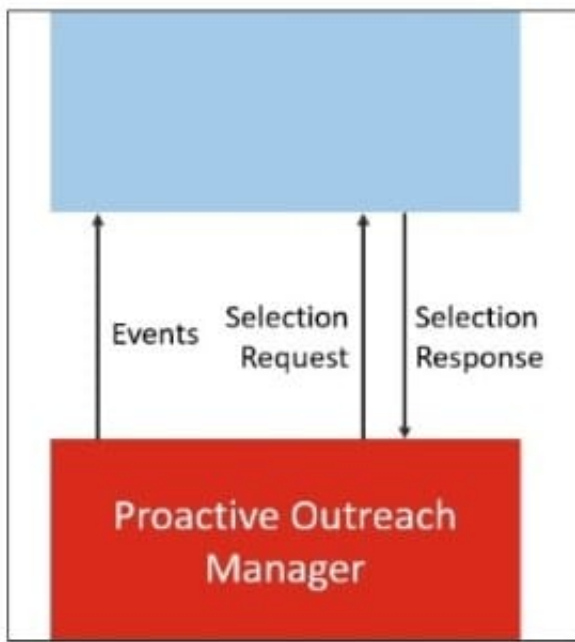
Based on these requirements, which solution would you recommend to the customer?

- A. Avaya Proactive Contact
- B. Avaya Aura?Elite Multichannel
- C. Avaya Aura?Call Center Elite
- D. Avaya Control Manager

Correct Answer: A

QUESTION 12

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 13

A customer needs to integrate a network of call centers for better load balancing and optimal agent utilization. They also need to monitor the status of the specified resources and adjust call processing. This would enable the system to compare the specified skills, identify the skill that provides best service to a call, and deliver the call to an agent in the skill. If no agents are available in the skill, the call is queued.

Which Avaya Aura Call Center Elite feature would you recommend to this customer?

- A. Advanced Call Vectoring
- B. Expert Agent Selection
- C. Best Service Routing
- D. Business Advocate

Correct Answer: C

QUESTION 14

With the pre-built Virtual Private Clouds (VPCs) of Avaya OneCloud™ ReadyNow, Avaya is providing a robust foundation for enterprise cloud deployments. Each VPC is built as a dedicated software image of Avaya's market leading Contact Center solutions.

What is the default VPC hardware and software configuration?

- A. Dedicated hardware and shared software
- B. Shared hardware and shared software
- C. Shared hardware and dedicated software
- D. Dedicated hardware and dedicated software

Correct Answer: D

QUESTION 15

A customer wants an Avaya Breeze Snap-in that allows business analysts, non-technical resources and developers the ability to write logical business process flows. Which Avaya Breeze Snap-In would you recommend?

- A. Engagement Designer Snap-In
- B. Context Store Snap-In
- C. Presence Snap-in D)
- D. Enhanced Call Control Snap-in

Correct Answer: A

[33820X Practice Test](#)

[33820X Study Guide](#)

[33820X Braindumps](#)