33820X^{Q&As}

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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QUESTION 1

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 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 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 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

QUESTION 5

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 6

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 7

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

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QUESTION 8

A new customer needs a solution that runs on their existing Avaya Aura?Unified Communication (UC) platform, and provides basic and advanced call center features like Expert Agent Selection and Best Service Routing.

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

A. Avaya Aura?Elite Multichannel

B. Avaya Aura?Call Center Elite

C. Avaya Intelligent Customer Routing

D. Avaya Proactive Contact

Correct Answer: B

QUESTION 9

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 any 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/
PartnerCloudPoweredbyAvayaxCaaSSolutionDescription_r30/page/EMC_featur es_in_CCaaS.html

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QUESTION 10

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 11

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 12

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 13

The Avaya Experience Portal (AEP) is licensed and offered on a per port basis. Which three statements are true for the AEP? (Choose three.)

A. The MRCP connection is free of charge when speech is purchased through Avaya otherwise the customer pays to enable ASR/TTS capabilities.

B. In AEP 7.2.x, full ports cannot be bundled with speech.

C. The Media Resource Control Protocol connection is licensed per port and includes ASR and TTS.

D. In AEP 7.2.x, full ports may be bundled with speech.

E. The Media Resource Control Protocol connection is licensed per port, and separately for ASR and TTS.

Correct Answer: ACD

QUESTION 14

Which key Avaya Aura Call Center Elite Multichannel (EMC) component sends a signal to Avaya Enablement Services (AES) to pass the call control and call event Information to Elite Multichannel applications, such as the EMC Desktop?
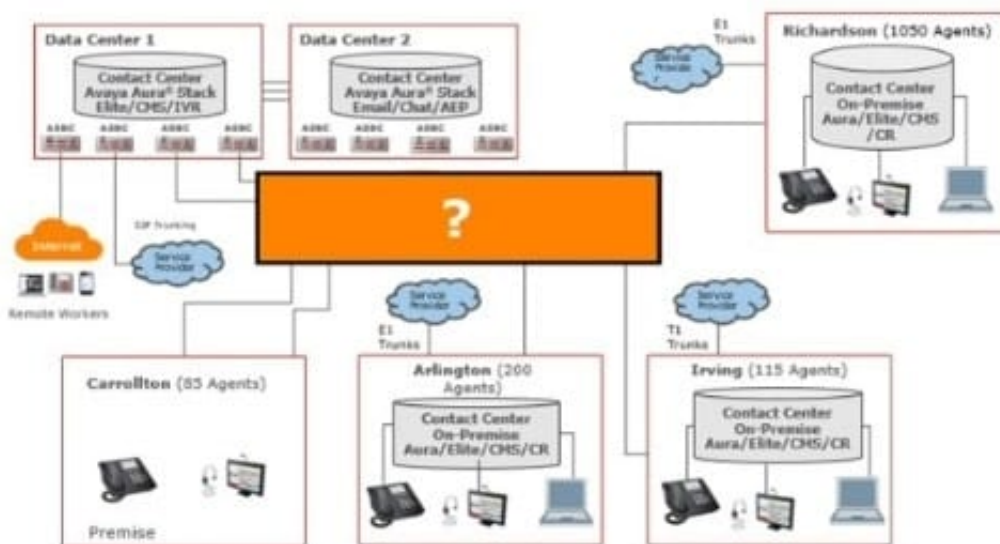
A. XML Service

B. XML Application

C. XML Server

D. XML Client

Correct Answer: C

https://downloads.avaya.com/css/P8/documents/100175255

QUESTION 15

Refer to the exhibit.

This high-level diagram shows what a customer\\\'s infrastructure might look like with their migration to Avaya OneCloudTM 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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