AVAYA

33820X

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

Avaya

Exam 33820X

Avaya Aura Call Center Elite & Elite Multichannel Solution Design Exam

Version: 3.0

[Total Questions: 64]

Question No : 1

A customer wants to avoid large upfront capital expenses for software licenses with capacities that may or may not be needed.

Which Avaya OneCloud™ 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

Answer: A

Question No : 2

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.
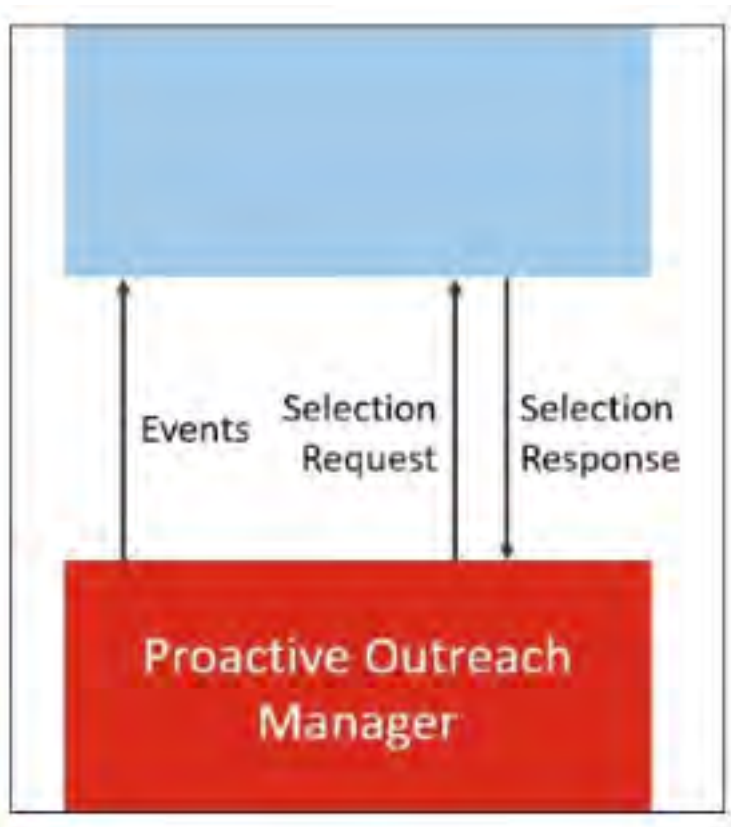
Which application solution will meet their requirements?

A. Avaya Proactive Outreach Manager
B. Avaya IX™ Workforce Engagement
C. Avaya Intelligent Customer Routing
D. Avaya Call Management System

Answer: A

Question No : 3

Refer to the exhibit.

Based on the following features and functions:

• Able to choose the best agent available to handle an outbound contact

• Supports behavior-based past and predicted future behavior for customers and agents

• Supports data trending to determine patterns which is refreshed daily

• 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

Answer: A

Question No : 4

Avaya IX™ Orchestration is a graphical development tool for creating applications that run on which three Avaya systems? (Choose three.)

A. Avaya Aura® Communication Manager

B. Avaya Aura® Contact Center

C. Avaya Experience Portal

D. Avaya Contact Center Select

E. Voice Portal

Answer: B,C,E

Explanation: https://support.avaya.com/products/P0408/avaya-orchestration-designer#:~:text=Orchestration%20Designer%20is%20a%20fully,and%20Interactive%20Response%20software%20platforms.

Question No : 5

A customer wants to use the Avaya Aura® Media Server (AAMS) because of its advanced multimedia processing features. Which three statements are true for the AAMS? (Choose three.)

A. AAMS provides Communication Manager IP audio functionality.

B. Pricing is differentiated, so customer will buy AAMS-enabled features unique to each adopter.

C. AAMS is shareable between different adopters.

D. AAMS provides virtualization, high channel density and no playback announcement limits.

E. Experience Portal will use the AAMS as a media resource.

Answer: A,C,D

Question No : 6

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.

Answer: A,C,D

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Question No : 7

Application Enablement Services (AES) protocols such as TSAPI, JTAPI, and DMCC, no longer need to be purchased separately with which licensing option?

A. Enablement Licensing (EL)
B. Application Specific Licensing (ASL)
C. Standard License (SL)
D. Advanced License (AL)

Answer: A

Question No : 8

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

Answer: A

Question No : 9

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 IX™ Workforce Engagement

B. Avaya Intelligent Customer Routing
C. Avaya Call Management System
D. Avaya Aura® Elite Multichannel

Answer: A

Question No : 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.

Answer: D

Question No : 11

Which two statements about the enhancements to Elite Multichannel Release 6.6 security are true? (Choose two.)

A. All connections to EMC 6.6 Servers use only TLS 1.2 to communicate.
B. Support for TLS 1.0 and 1.1 have been dropped from EMC 6.6.
C. Elite Multichannel 6.6 supports WebLM Release 6.x.
D. Elite Multichannel 6.6 uses SSLv3

Answer: A,D

Question No : 12

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

Answer: B

Question No : 13

Avaya Aura® and Call Center Elite together help reduce the total cost of ownership (TCO) with centralization and consolidation.

Avaya's open architecture provides feature and investment options for any enterprise, and customers can choose from which two options? (Choose two.)

A. Subscription-based payments
B. Cloud Contact Center with AACC
C. Managed Private or Hybrid Networks
D. Cloud Storage Box

Answer: C

Question No : 14

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 IX™ Contact Center bundles offer this feature? (Choose two.)

A. Reporting Bundle
B. Basic Bundle
C. Voice Bundle
D. Advanced Bundle

Answer: A,B

Question No : 15

Avaya Elite Multichannel (EMC) Release 6.6 supports which three platforms? (Choose three.)

A. MS SQL 2016
B. MS Windows Server 2016
C. MS Windows Server 2012
D. Microsoft.NET Framework R4.7.2
E. MS SQL 2017

Answer: C,D,E

Question No : 16

Avaya Elite Multichannel (EMC) is a Microsoft Windows-based software feature set.

Avaya Elite Multichannel R6.6 integrates with MS Dynamics 365 in which two use cases? (Choose two.)

A. Avaya Elite Multichannel agent desktop (thick client) with Microsoft Dynamics web client
B. Microsoft Dynamics (thin client) embedded with Avaya Elite Multichannel APIs (channel controls)
C. Avaya Elite Multichannel agent desktop (thick client) and Microsoft Dynamics (thick client) embedded together on the agent desktop
D. Microsoft Dynamics (thick client) embedded with Avaya Elite Multichannel APIs (channel controls)

Answer: C,D

Question No : 17

A customer has inquired about Avaya Callback Assist (CBA) to learn about immediate and scheduled callbacks with Avaya Experience Portal. From a technical and administration standpoint, CBA supports which two environments? (Choose two.)

A. CTI
B. EC500
C. PRI
D. SIP

Answer: B,D

Question No : 18

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

Answer: A

Question No : 19

Contact centers use remote agents to expand the available talent pool, to find agents in affordable places, and to outsource work.

To support a customer's requirement for Remote Agents/Workers, your design scope will include which licensing requirement for Remote Agents/Workers?

A. Avaya SBCE Standard and Advanced Licenses
B. Avaya SBCE Corporate and Standard Licenses
C. Avaya SBCE Standard License
D. Avaya SBCE Corporate License

Answer: A

Question No : 20

Refer to the exhibit.