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Avaya Aura Call Center Elite & Elite Multichannel Solution Design Exam

Avaya 33820X

Version Demo

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QUESTION NO: 1

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

ANSWER: A

QUESTION NO: 2

The EMC Desktop loads plug-ins based on the settings in the EMC Desktop's configuration.

Which plug-in allows agents to monitor the telephone activity of other call center agents or staff members they work closely with, and adds the ability to see the work Item history of an agent?

- A. EMC Plug-In
- B. Supervisor Plug-In
- C. Presence Plug-In
- D. Agent Plug-in

ANSWER: C

QUESTION NO: 3

With the pre-built Virtual Private Clouds (VPCs) of Avaya OneCloud™ ReadyNow, Avaya provides a robust foundation for enterprise cloud deployments. The complete solution requires elements provided by Avaya, a Partner, and/or the customer for a fully functional end-to-end solution.

Which two scenarios are supported In the Avaya OneCloud™ ReadyNow offer? (Choose two.)

- A. MPLS VPN/Software Defined WAN Connectivity
- B. CC Solutions with ACCS Connectivity
- C. Analog Trunk Access Connectivity

D. PSTN Network Connectivity

ANSWER: A D

QUESTION NO: 4

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: A D

QUESTION NO: 5

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: 6

You have designed a reference solution that includes the Avaya G450 Media, which is targeted for mid-to-large sized branch offices, medium sized standalone businesses, or small campus environments.

The robust TDM capabilities for scalability and deployment flexibility Includes 192 analog or digital (DCP) ports, up to 8 T1/E1s up to 10,000 Busy Hour Call Completions, and how much DSP channel capacity?

- A. 320
- B. 160
- C. 20
- D. 80

ANSWER: A

Explanation:

<https://www.trcnetworks.com/avaya-media-gateways-g250g350g430g450g650g860ig550/>

QUESTION NO: 7

Avaya OneCloud - Public Delivery leverages Avaya UC and CC technology and solutions for a seamless transition to the cloud. Which two options are available with Avaya OneCloud - Public Delivery? (Choose two.)

- A. IX™ Orchestration
- B. IX™ Contact Center
- C. IX™ Workforce Engagement
- D. IX,H Workplace

ANSWER: B D

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: C

QUESTION NO: 9

With Avaya Proactive Outreach Manager (POM) and Afinity Enterprise Behavioral Pairing, you can increase agent productivity by using Artificial Intelligence (AI) to choose the best agent available to handle an outbound contact, and support behavior-based past and predicted future behavior for a customer or agent.

Which application supports POM and Afinity Enterprise Behavioral Pairing?

- A. Avaya Aura® Call Center Elite
- B. Avaya Aura® Session Manager
- C. Avaya Aura® Call Center Elite Multichannel
- D. Avaya Intelligent Customer Routing

ANSWER: A

QUESTION NO: 10

A customer wants an Avaya Elite Multichannel R6.6 solution with the following deployment options:

- Single Server
- Multiple Server - Single VMS
- Multiple Server - Multiple VMS

In a Multiple Server - Single VMS Preferred Deployment option, which three are the part of the 3-server solution? (Choose three.)

- A. EMC-IDS
- B. EMC-CORE
- C. EMC-XML
- D. EMC-SQL-DB
- E. EMC-VMS

ANSWER: A B D