First Test, First Pass!

Vendor: Avaya

Exam Code: 33820X

Exam Name: Avaya Aura® Call Center Elite & Elite Multichannel Solution Design Exam

Version: DEMO

QUESTION 1
With Avaya Proactive Outreach Manager (POM) and Afiniti 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 Afiniti 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 2
A customer wants to use their Contact Center strategically, rather than just as a mechanism to field customer calls. Which three are Workforce Engagement optional add-ons? (Choose three.)

A. Customer Feedback
B. Speech/Voice Analytics
C. Quality Monitoring
D. Workforce Management
E. Desktop and Process Analytics

Answer: ABE

QUESTION 3
An existing customer is interested in an Avaya Aura® suite that is comprised of the following applications:

- Desktop applications
- Call Routing Server
- Multimedia services
- 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

Answer: B

QUESTION 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: AD

QUESTION 5
Avaya OneCloud - Private Delivery provides a single-tenant dedicated software instance designed for large enterprise customers requiring higher feature sets, more control, customization, and higher security options.
Which Private Delivery option uses pre-defined data centers with an automated reference architecture to deliver a standard set of UC and CC solutions?

A. Secure
B. ReadyNow
C. Custom
D. Enterprise

Answer: B

QUESTION 6
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: AC

QUESTION 7
Call Center Elite Release 8.x continues to support SIP end-to-end deployments, and is aimed at supporting Avaya Aura® enhancements.
To support large capacity SIP call centers, what Is the number of concurrently logged in ACD SIP agents supported In Call Center Elite Release 8.x?

A. 15,000
B. 10,000
C. 5000
D. 12,000

Answer: B

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