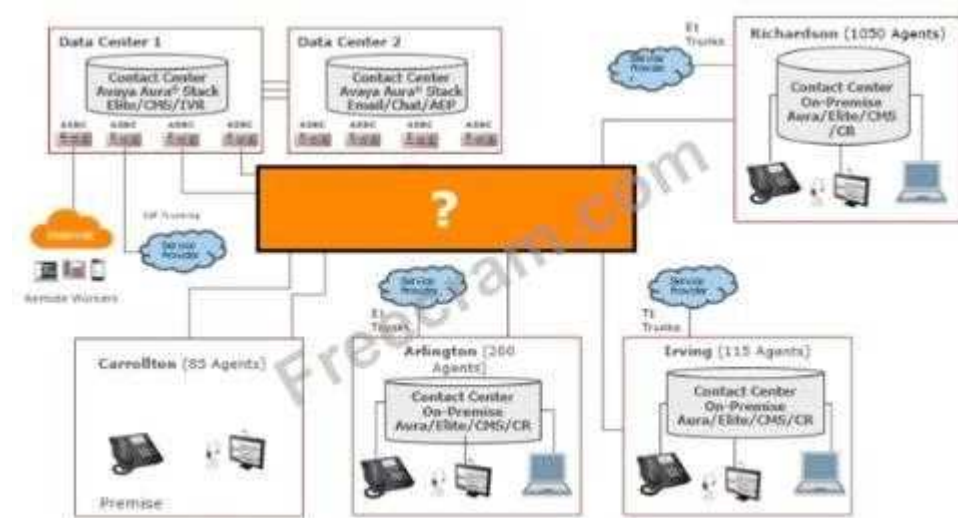


Avaya.33820X.v2021-10-11.q22

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Exam Name:	Avaya Aura® Call Center Elite & Elite Multichannel Solution Design Exam
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NEW QUESTION: 1

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 Ethernet (ME)
- D. Multiprotocol Label Switching (MPLS) SD-WAN

Answer: D (LEAVE A REPLY)

NEW QUESTION: 2

A customer has provided you with the following solution requirements:

- * A 360-degree view of the customer journey across touch points and agent interactions
- * Leverage the thin client Interface to reduce costs versus downloading and managing thick clients

* No modifications to the Call Center Elite infrastructure

* 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 IX™ Workforce Engagement
- B. Avaya Call Management System
- C. Avaya Workspaces® for Elite
- D. Avaya Breeze®

Answer: C (LEAVE A REPLY)

NEW QUESTION: 3

A Call Management System (CMS) Release 19 goes to market per the Avaya Global Product Distribution policy. It is sold through direct and indirect channels. The channel strategy and sales model are not affected by this release.

Which three are CMS Release 19 deployment options with the flexibility to meet the needs of every customer? (Choose three.)

- A. Oracle Fire V880/V890
- B. Amazon Web Services
- C. Avaya Solutions Platform Servers
- D. Oracle Sun Blade 150
- E. CMS Virtual Appliance OVA (Customer-provided VMware vSphere Platforms)

Answer: B,C,E (LEAVE A REPLY)

NEW QUESTION: 4

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

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 5

During your discovery conversation with an existing Call Center Elite customer, they provided the following requirements:

- * Increase in agents from 300 to 400
- * Agent/Remote Workers 10% of agents
- * Increase in CMS Supervisors from 30 to 40
- * No increase in 900 Business Users
- * Avaya IX™ Messaging (Customer Provided Server)

Which Design Scope would you select for this customer?

A. Core Suite Licenses: 1300 - CCElite, CMS Agents one-X Agents: 400 - CMS Supervisor License: 40
Remote Workers: 30 - IX™ Messaging Users: 1300

B. Core Suite Licenses: 1340 - CCElite, CMS Agents one-X Agents: 400 - CMS Supervisor License: 40
Remote Workers: 30 - IX™ Messaging Users: 1340

C. Core Suite Licenses: 1300 - CCElite, CMS Agents one-X Agents: 400 - CMS Supervisor License: 30
Remote Workers: 30 - IX™ Messaging Users: 1340

D. Core Suite Licenses: 1340 - CCElite, CMS Agents one-X Agents: 400 - CMS Supervisor License: 40
Remote Workers: 40 - IX™ Messaging Users: 1340

Answer: D (LEAVE A REPLY)

NEW QUESTION: 6

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: (SHOW ANSWER)

Reference:

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

NEW QUESTION: 7

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. Expert Agent Selection

B. Best Service Routing

C. Advanced Call Vectoring

D. Business Advocate

Answer: (SHOW ANSWER)

NEW QUESTION: 8

A customer requires a Call Center feature that will provide the following:

* A routing algorithm to manage agents, call volumes, service levels, and predict call wait time

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 9

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

Answer: (SHOW ANSWER)

NEW QUESTION: 10

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

Answer: C (LEAVE A REPLY)

Reference:

<https://www.ngcnetworks.co.uk/wp-content/uploads/2019/05/Avaya-OneCloud-Brochure.pdf>

NEW QUESTION: 11

A Call Center Elite customer is currently running only a voice channel, and does not have either Interaction Center (IC) or Elite Multichannel (EMC). Which product enables them to implement Multichannel?

- A. Avaya Workspaces® for Elite
- B. Avaya Breeze®
- C. Avaya Control Manager
- D. Avaya Oceana®

Answer: D (LEAVE A REPLY)

NEW QUESTION: 12

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

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 13

Avaya enabled the automated installation of the Avaya OneCloud™ ReadyNow software. With each ReadyNow Solution, Avaya is delivering a pre-built golden image which includes the Avaya Virtual Machine applications or services.

Additionally, which program is leveraged to automate the implementation of network, firewalls, and security container?

- A. Avaya Update Manager
- B. Capacity Planner
- C. vCenter Manager
- D. Avaya Maestro

Answer: D (LEAVE A REPLY)

NEW QUESTION: 14

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

Answer: D (LEAVE A REPLY)

Reference:

https://documentation.avaya.com/ko-KR/bundle/PartnerCloudPoweredbyAvayaCaaSsolutionDescription_r30/page/EMC_features_in_CCaaS.html

NEW QUESTION: 15

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. Microsoft Dynamics (thick client) embedded with Avaya Elite Multichannel APIs (channel controls)
- 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. Avaya Elite Multichannel agent desktop (thick client) with Microsoft Dynamics web client

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 16

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

Answer: B (LEAVE A REPLY)

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NEW QUESTION: 17

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 TI/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 (LEAVE A REPLY)

Reference:

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

NEW QUESTION: 18

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. In AEP 7.2.x, full ports cannot be bundled with speech.
- B. The MRCP connection is free of charge when speech is purchased through Avaya otherwise the customer pays to enable ASR/TTS capabilities.
- C. The Media Resource Control Protocol connection is licensed per port, and separately for 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 includes ASR and TTS.

Answer: B,C,D ([LEAVE A REPLY](#))

NEW QUESTION: 19

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 20

An Avaya Aura® Call Center Elite customer wants an application solution with the following requirements:

- * Synchronizes with a deskphone to share the control of telephony and agent features
- * Includes capabilities of integrated video and Instant messaging
- * Increases collaboration
- * Reduces agent talk time and facilitates first call resolution

To meet these requirements, which two applications would you recommend to be used in conjunction with Call Center Elite? (Choose two.)

- A. Agent Desktop Displays (ADD)
- B. Avaya one-X® Agent
- C. Agent Map
- D. Avaya Agent for Desktop (AAfD)

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 21

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 22

Many organizations are seeking ways to lower the cost of application development, management, maintenance, and updates.

To become agile to changing business conditions and minimize the cost of updates, which fully featured graphical development environment for creating applications, and runs on Avaya Experience Portal, is available for customers?

- A. Avaya IX™ Orchestration
- B. Graphical Designer
- C. Visual Designer
- D. Call Vectoring

Answer: A (LEAVE A REPLY)

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