Avaya.33820X.v2021-10-09.q20

Exam Code:	33820X
Exam Name:	Avaya Aura® Call Center Elite & Elite Multichannel Solution Design Exam
Certification Provider:	Avaya
Free Question Number:	20
Version:	v2021-10-09
# of views:	1460
# of Questions views:	200
https://www.freepdfdumps.com/Avaya.33820X.v2021-10-09.q20.html	

NEW QUESTION: 1
An Avaya customer has ordered an Avaya Call Management System (CMS) Release 19 without a turnkey server, for installation on one of their customer provided VMware vSphere systems.
The CMS Release 19 turnkey servers are provided by the Avaya Solutions Platform program, with the server fitting which profile?
A. ASP 100
B. ASP 130
C. ASP 110
D. ASP 120
Answer: D (LEAVE A REPLY)

NEW QUESTION: 2
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. Analog Trunk Access Connectivity
C. CC Solutions with ACCS Connectivity
D. PSTN Network Connectivity
Answer: (SHOW ANSWER)

NEW QUESTION: 3
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 Proactive Outreach Manager
B. Avaya Experience Portal
C. Avaya Intelligent Customer Routing
D. Avaya Control Manager
Answer: D (LEAVE A REPLY)

NEW QUESTION: 4
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. Elite Multichannel 6.6 uses SSLv3
C. Support for TLS 1.0 and 1.1 have been dropped from EMC 6.6.
D. Elite Multichannel 6.6 supports WebLM Release 6.x.
Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 5
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 Intelligent Customer Routing
B. Avaya Call Management System
C. Avaya IX™ Workforce Engagement
D. Avaya Aura® Elite Multichannel
Answer: (SHOW ANSWER)

NEW QUESTION: 6
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. Ready Now Solutions
B. Proof of Concept

C. Contact Center Bundles
D. Virtual Private Clouds
Answer: (SHOW ANSWER)

NEW QUESTION: 7
An Elite Multichannel (EMC) Release 6.6 Server enhancement is support for Real-time reporting for how many agents with unicast?
A. 500
B. 600
C. 700
D. 800
Answer: A (LEAVE A REPLY)
Reference:
https://downloads.avaya.com/css/P8/documents/101056329#:~:text=EMC%206.6%20supports%20real%2Dtime%20reporting%20for%20500%20agents%20with%20unicast.

NEW QUESTION: 8
Refer to the exhibit.
A customer wants Avaya Experience Portal as a software platform for supporting omnichannel automation applications, so they can create sophisticated voice and speech applications.
Which component shown in the exhibit is responsible for launching applications?
A. Application Servers
B. IX™ Orchestration
C. Media Processing Platform
D. Experience Portal Manager
Answer: (SHOW ANSWER)

NEW QUESTION: 9
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. Avaya Agent for Desktop (AAfD)

D. Agent Map
Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 10
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. Advanced Call Vectoring
D. Business Advocate
Answer: A (LEAVE A REPLY)

NEW QUESTION: 11
Avaya Intelligent Xperiences provides different Avaya OneCloud deliveries.
Which software delivery is multi-tenant and designed for customers that require more standard feature functionality in their UC and CC solutions?
A. Public
B. CPaaS
C. Private
D. Hybrid
Answer: D (LEAVE A REPLY)

NEW QUESTION: 12
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. Desktop and Process Analytics
B. Quality Monitoring
C. Speech/Voice Analytics
D. Customer Feedback
E. Workforce Management
Answer: B,C,E (LEAVE A REPLY)

NEW QUESTION: 13
You are designing a solution for a customer with Avaya IX™ 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 2 = DSPs
B. Number of agents X 4 = DSPs
C. Number of agents X 3 = DSPs
D. Number of agents X 5 = DSPs
Answer: D (LEAVE A REPLY)

NEW QUESTION: 14
Refer to the exhibit.
In this example, the target market is enterprise contact centers and general enterprise telephony customers who are implementing CTI applications with Communications Manager.
Which open standards-based solution runs on a Linux server, is tightly integrated with a Communication Manager and Elite Multichannel solution, and is missing from this diagram?
A. Avaya Aura® Application Enablement Services
B. Avaya Aura® Session Manager
C. Avaya Aura® Session Border Controller
D. Avaya Aura® Media Server
Answer: B (LEAVE A REPLY)

NEW QUESTION: 15
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 Oceana®
B. Avaya Control Manager
C. Avaya Workspaces® for Elite
D. Avaya Breeze®
Answer: C (LEAVE A REPLY)

NEW QUESTION: 16
The Cloud Operations team is dedicated to Avaya OneCloud™ ReadyNow, and handles the service performance MACDs, reporting, billing, ordering, etc., as Avaya grows the Avaya OneCloud"" ReadyNow global presence.
This team delivers best-in-class ITIL Customer Service aligned with the standard configurations enabled via which offer?
A. Contact Center Bundles
B. Proof of Concept
C. Ready Now Solutions

D. Virtual Private Clouds
Answer: B (LEAVE A REPLY)

Valid 33820X Dumps shared by Actual4test.com for Helping Passing 33820X Exam! Actual4test.com now offer the **newest 33820X exam dumps**, the Actual4test.com 33820X exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com 33820X dumps with Test Engine here: https://www.actual4test.com/33820X_examcollection.html (**65** Q&As Dumps, **30%OFF** **Special Discount: Freepdfdumps**)

NEW QUESTION: 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. SIP
C. PRI
D. EC500
Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 18
An agent license in Avaya Call Management System is consumed for each agent logged in to at least one measured skill. Regardless of the number of skills assigned to an agent, only one CMS agent license Is consumed when an agent logs In to one or more measured skills. Agent licenses are enabled on CC Elite and CMS, and the Elite Agent licenses are for the ACD functionality.
If CMS is reporting on three ACDs with 500 active agents each, how many agents would it be licensed for?
A. 1000
B. 750
C. 500
D. 1500
Answer: C (LEAVE A REPLY)

NEW QUESTION: 19
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 Sun Blade 150
B. Oracle Fire V880/V890
C. CMS Virtual Appliance OVA (Customer-provided VMware vSphere Platforms)
D. Amazon Web Services
E. Avaya Solutions Platform Servers
Answer: (SHOW ANSWER)

NEW QUESTION: 20
Based on customer feedback, what was the top priority in 2019 for Contact Center organizations?
A. To increase agent retention
B. To increase digital channel usage
C. To increase self-service usage
D. To increase first contact resolution
Answer: (SHOW ANSWER)

Valid 33820X Dumps shared by Actual4test.com for Helping Passing 33820X Exam! Actual4test.com now offer the **newest 33820X exam dumps**, the Actual4test.com 33820X exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com 33820X dumps with Test Engine here: https://www.actual4test.com/33820X_examcollection.html (**65** Q&As Dumps, **30%OFF** **Special Discount: Freepdfdumps**)