Avaya.33820X.v2022-04-15.q39

Exam Code:	33820X
Exam Name:	Avaya Aura® Call Center Elite & Elite Multichannel Solution Design Exam
Certification Provider:	Avaya
Free Question Number:	39
Version:	v2022-04-15
# of views:	2344
# of Questions views:	390
https://www.freepdfdumps.com/Avaya.33820X.v2022-04-15.q39.html	

NEW QUESTION: 1
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. Virtual Private Clouds
B. Ready Now Solutions
C. Proof of Concept
D. Contact Center Bundles
Answer: (SHOW ANSWER)

NEW QUESTION: 2
Which two statements about the enhancements to Elite Multichannel Release 6.6 security are true? (Choose two.)
A. Elite Multichannel 6.6 supports WebLM Release 6.x.
B. Support for TLS 1.0 and 1.1 have been dropped from EMC 6.6.
C. All connections to EMC 6.6 Servers use only TLS 1.2 to communicate.
D. Elite Multichannel 6.6 uses SSLv3
Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 3
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-VMS
B. EMC-IDS
C. EMC-XML
D. EMC-CORE
E. EMC-SQL-DB
Answer: (SHOW ANSWER)

NEW QUESTION: 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 (LEAVE A REPLY)
Reference:
https://support.avaya.com/products/P0408/avaya-orchestration-designer#:~:text=Orchestration%20Designer%20is%20a%20fully,and%20Interactive%20Response%20software%20platforms.

NEW QUESTION: 5
Workspaces for Elite with POM Integration can Increase agent productivity by providing a unified desktop for agents to handle all inbound and outbound voice tasks, and which three types of calls? (Choose three.)
A. Preview
B. Performance
C. Predictive
D. Progressive
E. Proficient
Answer: A,C,D (LEAVE A REPLY)

NEW QUESTION: 6
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 Breeze®

B. Avaya Call Management System
C. Avaya Workspaces® for Elite
D. Avaya IX™ Workforce Engagement
Answer: C (LEAVE A REPLY)

NEW QUESTION: 7
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. Active-Passive
B. Primary-Backup
C. Active-Active
D. Primary-Secondary
Answer: A (LEAVE A REPLY)

NEW QUESTION: 8
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. PSTN Network Connectivity
C. Analog Trunk Access Connectivity
D. CC Solutions with ACCS Connectivity
Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 9
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 Media Resource Control Protocol connection is licensed per port, and separately for ASR and TTS.
B. In AEP 7.2.x, full ports may be bundled with speech.
C. The Media Resource Control Protocol connection is licensed per port and includes ASR and TTS.
D. The MRCP connection is free of charge when speech is purchased through Avaya otherwise the customer pays to enable ASR/TTS capabilities.
E. In AEP 7.2.x, full ports cannot be bundled with speech.
Answer: (SHOW ANSWER)

NEW QUESTION: 10
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 130

B. ASP 110

C. ASP 100

D. ASP 120

Answer: (SHOW ANSWER)

NEW QUESTION: 11

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. Apps are installed, and host managed using vSphere web client or customer-provided vCenter server.

B. Avaya provides tools to install/upgrade the VMware hypervisor.

C. Standard VMware version (non-customized) is used.

D. Remote upgrade of servers is supported, and site visit is not required.

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 12

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. Virtual Private Clouds

B. Contact Center Bundles

C. Proof of Concept

D. Ready Now Solutions

Answer: D (LEAVE A REPLY)

NEW QUESTION: 13

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 any agents do the supervisors have the ability to monitor?

A. 20 or less

B. 15 or less

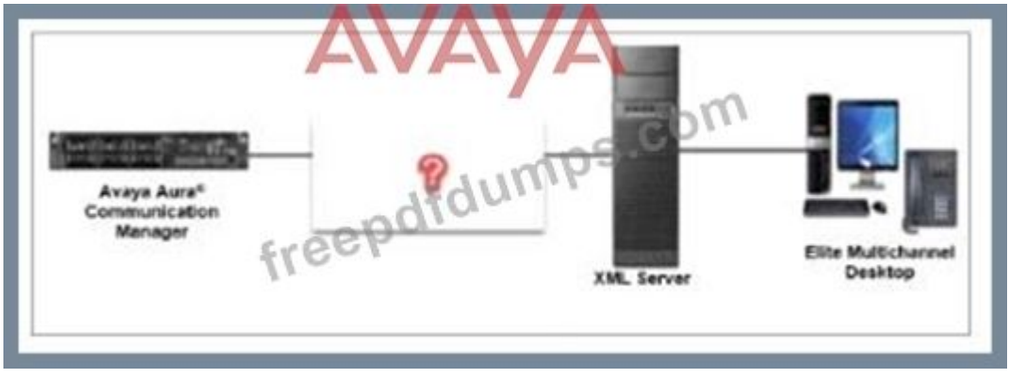
C. 5 or less

D. 10 or less

Answer: (SHOW ANSWER)
Reference:
https://documentation.avaya.com/ko-KR/bundle/PartnerCloudPoweredbyAvayaxCaaSSolutionDescription_r30/page/EMC_features_in_CCaaS.html

NEW QUESTION: 14
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. The Media Resource Control Protocol connection is licensed per port and includes ASR and TTS.
C. In AEP 7.2.x, full ports may be bundled with speech.
D. The Media Resource Control Protocol connection is licensed per port, and separately for ASR and TTS.
E. In AEP 7.2.x, full ports cannot be bundled with speech.
Answer: A,C,D (LEAVE A REPLY)

NEW QUESTION: 15
Refer to the exhibit.



AVAYA
freepdfdumps.com

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® Session Manager
B. Avaya Aura® Application Enablement Services
C. Avaya Aura® Media Server
D. Avaya Aura® Session Border Controller
Answer: B (LEAVE A REPLY)

NEW QUESTION: 16
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™ Contact Center

B. IX™ Workforce Engagement
C. IX,H Workplace
D. IX™ Orchestration
Answer: (SHOW ANSWER)

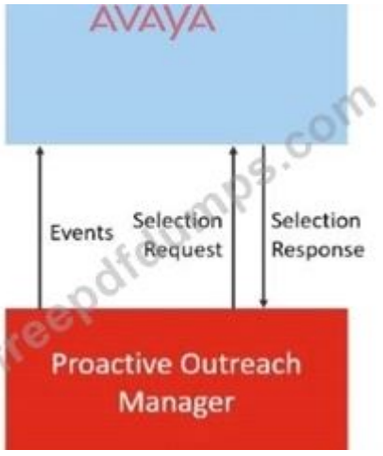
Valid 33820X Dumps shared by Actual4test.com for Helping Passing 33820X Exam! Actual4test.com now offer the **newest 33820X exam dumps**, the Actual4test.com 33820X exam **questions have been updated** and **answers have been corrected** get the **newest** Actual4test.com 33820X dumps with Test Engine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

NEW QUESTION: 17
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 (LEAVE A REPLY)

NEW QUESTION: 18
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. PRI
B. SIP
C. EC500
D. CTI
Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 19
Application Enablement Services (AES) protocols such as TSAPI, JTAPI, and DMCC, no longer need to be purchased separately with which licensing option?
A. Advanced License (AL)
B. Enablement Licensing (EL)
C. Standard License (SL)
D. Application Specific Licensing (ASL)
Answer: C (LEAVE A REPLY)

NEW QUESTION: 20
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. Workspaces for Elite with POM Integration
B. Afiniti Enterprise Behavioral Pairing
C. Avaya Intelligent Customer Routing
D. Best Service Routing
Answer: B (LEAVE A REPLY)

NEW QUESTION: 21
A customer wants a higher balance efficiency by leveraging their contact center as a strategic resource. Using one platform and single-user interface, what are three functions that Avaya IX™ Workforce Engagement unifies? (Choose three.)
A. Workforce Management
B. Enterprise Analytics
C. Expert Agent Selection
D. Quality Monitoring
E. Customer Feedback
Answer: (SHOW ANSWER)

NEW QUESTION: 22
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. Standard VMware version (non-customized) is used.

D. Remote upgrade of servers is supported, and site visit is not required.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 23

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® Call Center Elite

C. Avaya Aura® Elite Multichannel

D. Avaya Control Manager

Answer: C (LEAVE A REPLY)

NEW QUESTION: 24

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®

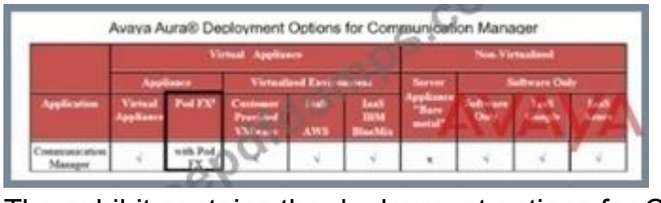
C. Avaya Oceana®

D. Avaya Control Manager

Answer: A (LEAVE A REPLY)

NEW QUESTION: 25

Refer to the exhibit.



The exhibit contains the deployment options for Communication Manager.

What is the Virtual Appliance that Pod FX Is transitioning to?

A. Avaya Solutions Platform (ASP)

B. Avaya Common Platform (ACP)

C. Avaya Server Platform (ASP)

D. Avaya Application Server (AAS)

Answer: A (LEAVE A REPLY)

NEW QUESTION: 26
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 IX™ Workforce Engagement
B. Avaya Intelligent Customer Routing
C. Avaya Proactive Outreach Manager
D. Avaya Call Management System
Answer: C (LEAVE A REPLY)

NEW QUESTION: 27
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. 5000
C. 12,000
D. 10,000
Answer: A (LEAVE A REPLY)

NEW QUESTION: 28
Avaya Elite Multichannel (EMC) Release 6.6 supports which three platforms? (Choose three.)
A. Microsoft.NET Framework R4.7.2
B. MS SQL 2016
C. MS Windows Server 2016
D. MS SQL 2017
E. MS Windows Server 2012
Answer: A,D,E (LEAVE A REPLY)

NEW QUESTION: 29
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. Advanced Call Vectoring
B. Expert Agent Selection

C. Business Advocate
D. Best Service Routing
Answer: D (LEAVE A REPLY)

NEW QUESTION: 30
A customer wants their callers to have greater control over their interactions when they reach their contact centers. They want their callers to be able to get a callback when the next agent is available, or schedule a callback for a day/time that is most convenient. Callers should also be able to continue to hold. Avaya Callback Assist (CBA) gives a customer control of their interaction with the contact center by providing the customer with the estimated wait time and options.
Avaya Callback Assist (CBA) can be installed in which three different environments based on these business requirements? (Choose three.)
A. SIP
B. TI/EI
C. AACC
D. CTI
E. Analog
Answer: B,C,D (LEAVE A REPLY)

NEW QUESTION: 31
Call Center Elite has the same deployment flexibility as Avaya Aura® Communication Manager (CM). Which two are deployment options for Call Center Elite? (Choose two.)
A. Multiple Server - Multiple VMS
B. CM Server Separation
C. Multiple Servers with Single VMS
D. Cloud: Communication Manager with Call Center Elite on Amazon Web Services (AWS)
Answer: B,D (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: 32
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?

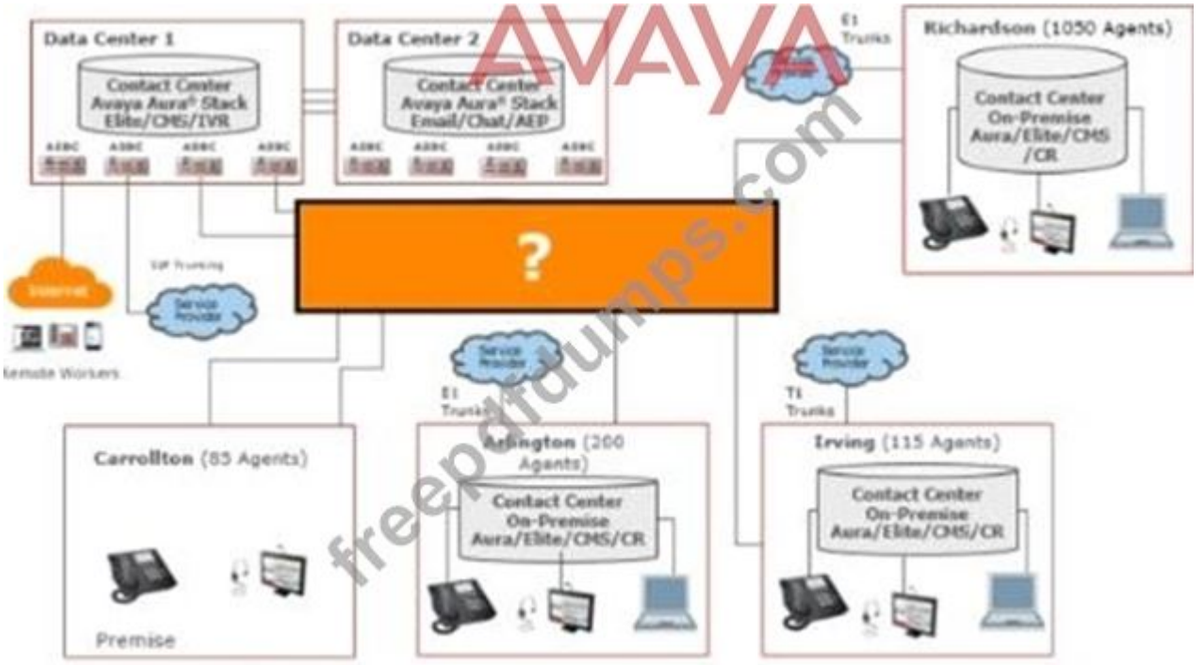
A. Number of agents X 3 = DSPs
B. Number of agents X 5 = DSPs
C. Number of agents X 4 = DSPs
D. Number of agents X 2 = DSPs
Answer: A (LEAVE A REPLY)

NEW QUESTION: 33
Avaya Elite Multichannel (EMC) Release 6.6 supports which three platforms? (Choose three.)
A. MS SQL 2016
B. MS Windows Server 2012
C. MS Windows Server 2016
D. MS SQL 2017
E. Microsoft.NET Framework R4.7.2
Answer: C,D,E (LEAVE A REPLY)

NEW QUESTION: 34
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) and Microsoft Dynamics (thick client) embedded together on the agent desktop
B. Microsoft Dynamics (thin client) embedded with Avaya Elite Multichannel APIs (channel controls)
C. Microsoft Dynamics (thick client) embedded with Avaya Elite Multichannel APIs (channel controls)
D. Avaya Elite Multichannel agent desktop (thick client) with Microsoft Dynamics web client
Answer: (SHOW ANSWER)

NEW QUESTION: 35
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: 36
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 Label Switching (MPLS) SD-WAN

B. Multiprotocol Transmitter Module (MTM)

C. Multiprotocol TX Module (MTM)

D. Multiprotocol Ethernet (ME)

Answer: D (LEAVE A REPLY)

NEW QUESTION: 37

A customer with a large Contact Center needs a self-service landing pad for incoming calls to handle all the requests that don't require agent support, and also provide a means to fairly distribute agent-bound calls among multiple sites by using Avaya Intelligent Customer Routing (ICR).

When there are multiple Communication Manager (CM) systems, what allows ICR to connect to the PSTN and CM with Call Center Elite systems via SIP?

A. Avaya Aura® Session Manager

B. Avaya Aura® Media Server

C. Avaya Oceana®

D. Avaya Session Border Controller

Answer: A (LEAVE A REPLY)

NEW QUESTION: 38

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. Proof of Concept
C. Ready Now Solutions
D. Contact Center Bundles
Answer: A (LEAVE A REPLY)

NEW QUESTION: 39
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 Breeze®
B. Avaya Workspaces® for Elite
C. Avaya Oceana®
D. Avaya Control Manager
Answer: C (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**)