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Vendor:Avaya

Exam Code:33820X

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

Version:Demo

QUESTION 1

A customer wants to use the Avaya Aura?Media Server (AAMS) because of its advanced multimedia processing features. Which three statements are true for the AAMS? (Choose three.)

- A. AAMS provides Communication Manager IP audio functionality.
- B. Pricing is differentiated, so customer will buy AAMS-enabled features unique to each adopter.
- C. AAMS is shareable between different adopters.
- D. AAMS provides virtualization, high channel density and no playback announcement limits.
- E. Experience Portal will use the AAMS as a media resource.

Correct Answer: ACD

QUESTION 2

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. Proof of Concept
- B. Contact Center Bundles
- C. Virtual Private Clouds
- D. Ready Now Solutions

Correct Answer: A

QUESTION 3

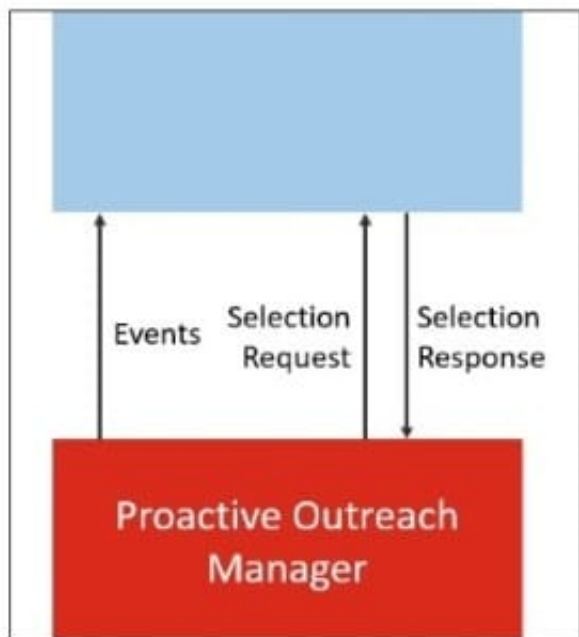
Which key Avaya Aura Call Center Elite Multichannel (EMC) component sends a signal to Avaya Enablement Services (AES) to pass the call control and call event Information to Elite Multichannel applications, such as the EMC Desktop?

- A. XML Service
- B. XML Application
- C. XML Server
- D. XML Client

Correct Answer: C

QUESTION 4

Refer to the exhibit.



Based on the following features and functions:

1.

Able to choose the best agent available to handle an outbound contact

2.

Supports behavior-based past and predicted future behavior for customers and agents

3.

Supports data trending to determine patterns which is refreshed daily

4.

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. Avaya Intelligent Customer Routing

B. Workspaces for Elite with POM Integration

C. Best Service Routing

D. Afiniti Enterprise Behavioral Pairing

Correct Answer: A

QUESTION 5

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

1.

Single Server

2.

Multiple Server-Single VMS

3.

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

Correct Answer: ABD

QUESTION 6

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

Correct Answer: A

QUESTION 7

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.

Correct Answer: D

QUESTION 8

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

Correct Answer: A

QUESTION 9

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

1.
Desktop applications
2.
Call Routing Server
3.
Multimedia services

4.

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

Correct Answer: A

QUESTION 10

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

Correct Answer: C

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

QUESTION 11

Avaya Aura and Call Center Elite together help reduce the total cost of ownership (TCO) with centralization and consolidation.

Avaya's open architecture provides feature and investment options for any enterprise, and customers can choose from which two options? (Choose two.)

- A. Subscription-based payments
- B. Cloud Contact Center with AACC
- C. Managed Private or Hybrid Networks
- D. Cloud Storage Box

Correct Answer: C

QUESTION 12

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

Correct Answer: C

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