TestHorse

Exam : **33820X**

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

Version : DEMO

1.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. Ready Now Solutions

C. Contact Center Bundles

D. Proof of Concept

Answer: A

2.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 Proactive Outreach Manager

B. Avaya IX™ Workforce Engagement

C. Avaya Intelligent Customer Routing

D. Avaya Call Management System

Answer: C

3.Refer to the exhibit.
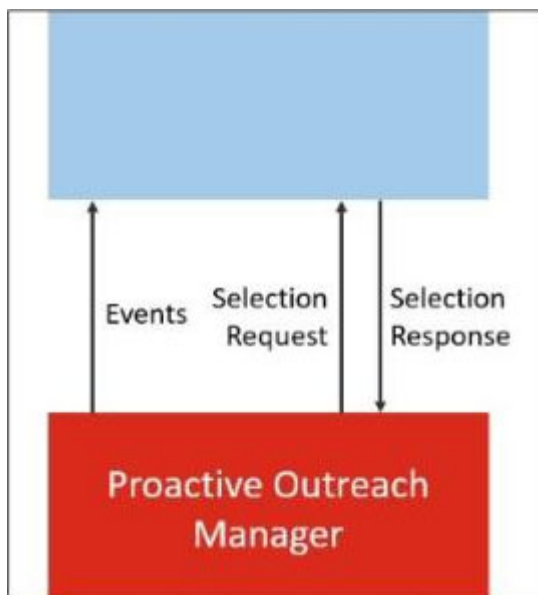
Based on the following features and functions:

• 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. Avaya Intelligent Customer Routing

B. Workspaces for Elite with POM Integration

C. Best Service Routing

D. Afiniti Enterprise Behavioral Pairing

Answer: D

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

Explanation:

https://support.avaya.com/products/P0408/avaya-orchestration-designer#:~:text=Orchestration%20Desi gner%20is%20a%20fully,and%20Interactive%20R esponse%20software%20platforms.

5.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.

Answer: A,C,D