33820X$^{Q\&As}$

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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QUESTION 1

Contact centers use remote agents to expand the available talent pool, to find agents in affordable places, and to outsource work.

To support a customer\\'s requirement for Remote Agents/Workers, your design scope will include which licensing requirement for Remote Agents/Workers?

A. Avaya SBCE Standard and Advanced Licenses

B. Avaya SBCE Corporate and Standard Licenses

C. Avaya SBCE Standard License

D. Avaya SBCE Corporate License

Correct Answer: A

QUESTION 2

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. Support for TLS 1.0 and 1.1 have been dropped from EMC 6.6.

C. Elite Multichannel 6.6 supports WebLM Release 6.x.

D. Elite Multichannel 6.6 uses SSLv3

Correct Answer: AD

QUESTION 3

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. EC500

C. PRI

D. SIP

Correct Answer: BD

QUESTION 4

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 5

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 6

Based on customer feedback, what was the top priority in 2019 for Contact Center organizations?

A. To increase first contact resolution

B. To increase agent retention

C. To increase self-service usage

D. To increase digital channel usage

Correct Answer: A

QUESTION 7

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. IXTM Orchestration

B. IXTM Contact Center

C. IXTM Workforce Engagement

D. IX,H Workplace

Correct Answer: AD

QUESTION 8

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

1.

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

2.

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. Business Advocate

C. Best Service Routing

D. Expert Agent Selection

Correct Answer: C

QUESTION 9

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. Private

C. Hybrid

D. CPaaS

Correct Answer: C

QUESTION 10

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 IXTM Workforce Engagement unifies? (Choose three.)

A. Quality Monitoring

B. Enterprise Analytics

C. Customer Feedback

D. Expert Agent Selection

E. Workforce Management

Correct Answer: ABE

QUESTION 11

A new customer needs a solution that runs on their existing Avaya Aura?Unified Communication (UC) platform, and provides basic and advanced call center features like Expert Agent Selection and Best Service Routing.

Based on these requirements, which solution would you recommend to the customer?

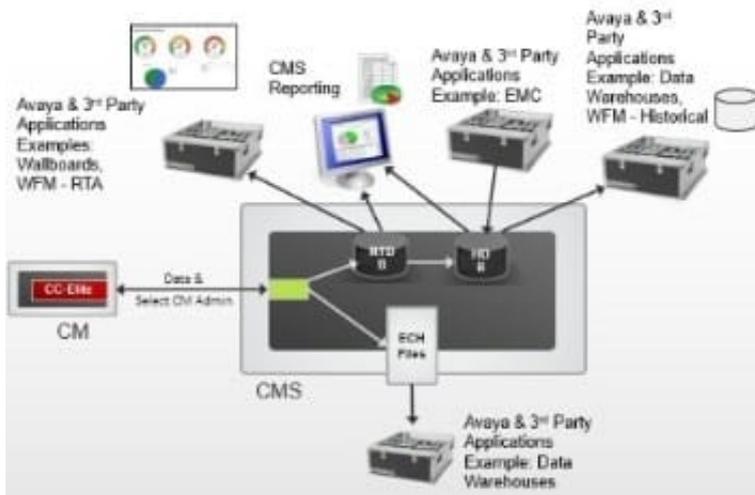A. Avaya Aura?Elite Multichannel

B. Avaya Aura?Call Center Elite

C. Avaya Intelligent Customer Routing

D. Avaya Proactive Contact

Correct Answer: B

QUESTION 12

Refer to the exhibit.

This exhibit shows an example of the Call Management System (CMS) and Call Center Elite architecture. A customer wants CMS so It can manage their separate business units, departments, or locations from a single reporting point.

How many Automatic Call Distribution (ACD) queues can a single CMS system report on?

A. 15

B. 10

C. 8

D. 5

Correct Answer: D

QUESTION 13

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 14

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. 500

B. 750

C. 1000

D. 1500

Correct Answer: A

QUESTION 15

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 IXTM Workforce Engagement

C. Avaya Intelligent Customer Routing

D. Avaya Call Management System

Correct Answer: A

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