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33820X^{Q&As}

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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QUESTION 1

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. 10,000

C. 5000

D. 12,000

Correct Answer: A

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

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. Amazon Web Services

B. Oracle Sun Blade 150

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C. CMS Virtual Appliance OVA (Customer-provided VMware vSphere Platforms)

D. Oracle Fire V880/V890

E. Avaya Solutions Platform Servers

Correct Answer: ACD

QUESTION 4

With the pre-built Virtual Private Clouds (VPCs) of Avaya OneCloudTM 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 OneCloudTM ReadyNow offer? (Choose two.)

A. MPLS VPN/Software Defined WAN Connectivity

B. CC Solutions with ACCS Connectivity

C. Analog Trunk Access Connectivity

D. PSTN Network Connectivity

Correct Answer: AD

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

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