33820X^{Q&As}

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

Pass Avaya 33820X Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.pass2lead.com/33820x.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Avaya
Official Exam Center

🗘 **Instant Download** After Purchase

🗘 **100% Money Back** Guarantee

🗘 **365 Days** Free Update

🗘 **800,000+** Satisfied Customers

![Pass2Lead](https://Pass2Lead.com)
QUESTION 1

Application Enablement Services (AES) protocols such as TSAPI, JTAPI, and DMCC, no longer need to be purchased separately with which licensing option?

A. Enablement Licensing (EL)

B. Application Specific Licensing (ASL)

C. Standard License (SL)

D. Advanced License (AL)

Correct Answer: A

QUESTION 2

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 3

A customer needs to integrate a network of call centers for better load balancing and optimal agent utilization. They also need to monitor the status of the specified resources and adjust call processing. This would enable the system to compare the specified skills, identify the skill that provides best service to a call, and deliver the call to an agent in the skill. If no agents are available in the skill, the call is queued.

Which Avaya Aura Call Center Elite feature would you recommend to this customer?

A. Advanced Call Vectoring

B. Expert Agent Selection

C. Best Service Routing

D. Business Advocate

Correct Answer: C

QUESTION 4

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. Predictive

B. Progressive

C. Performance

D. Proficient

E. Preview

Correct Answer: BCE

QUESTION 5

A customer has provided you with the following solution requirements:

1.

A 360-degree view of the customer journey across touch points and agent interactions

2.

Leverage the thin client Interface to reduce costs versus downloading and managing thick clients

3.

No modifications to the Call Center Elite infrastructure

4.

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 IXTM Workforce Engagement

B. Avaya Call Management System

C. Avaya Workspaces?for Elite

D. Avaya Breeze?

Correct Answer: C

![Pass2Lead](https://Pass2Lead.com)
Latest 33820X Dumps   33820X Practice Test   33820X Study Guide