

33820X^{Q&As}

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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QUESTION 1

A customer requires support for a solution that will allow call center supervisors to monitor the activity of groups of agents, and they need to know more about monitoring agents with the Elite Multichannel (EMC) Supervisor Plug-in, which is part of the EMC Desktop. How many agents do the supervisors have the ability to monitor?

- A. 20 or less
- B. 15 or less
- C. 5 or less
- D. 10 or less

Correct Answer: D

https://documentation.avaya.com/ko-KR/bundle/PartnerCloudPoweredbyAvayaCaaSsolutionDescription_r30/page/EMC_features_in_CCaaS.html

QUESTION 2

A Call Center Elite customer is currently running only a voice channel, and does not have either Interaction Center (IC) or Elite Multichannel (EMC). Which product enables them to implement Multichannel?

- A. Avaya Workspaces for Elite
- B. Avaya Control Manager
- C. Avaya Breeze
- D. Avaya Oceana

Correct Answer: A

QUESTION 3

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 4

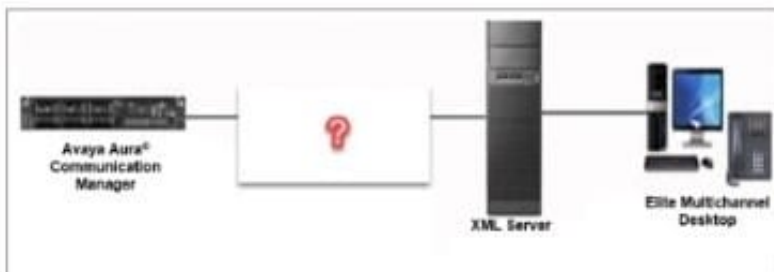
The Avaya Experience Portal (AEP) is licensed and offered on a per port basis. Which three statements are true for the AEP? (Choose three.)

- A. The MRCP connection is free of charge when speech is purchased through Avaya otherwise the customer pays to enable ASR/TTS capabilities.
- B. In AEP 7.2.x, full ports cannot be bundled with speech.
- C. The Media Resource Control Protocol connection is licensed per port and includes ASR and TTS.
- D. In AEP 7.2.x, full ports may be bundled with speech.
- E. The Media Resource Control Protocol connection is licensed per port, and separately for ASR and TTS.

Correct Answer: ACD

QUESTION 5

Refer to the exhibit.



In this example, the target market is enterprise contact centers and general enterprise telephony customers who are implementing CTI applications with Communications Manager.

Which open standards-based solution runs on a Linux server, is tightly integrated with a Communication Manager and Elite Multichannel solution, and is missing from this diagram?

- A. Avaya Aura® Session Manager
- B. Avaya Aura® Session Border Controller
- C. Avaya Aura® Application Enablement Services
- D. Avaya Aura® Media Server

Correct Answer: A