

33820X^{Q&As}

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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QUESTION 1

An Avaya customer has ordered an Avaya Call Management System (CMS) Release 19 without a turnkey server, for installation on one of their customer provided VMware vSphere systems.

The CMS Release 19 turnkey servers are provided by the Avaya Solutions Platform program, with the server fitting which profile?

- A. ASP 110
- B. ASP 100
- C. ASP 120
- D. ASP 130

Correct Answer: C

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

Avaya Elite Multichannel (EMC) is a Microsoft Windows-based software feature set.

Avaya Elite Multichannel R6.6 integrates with MS Dynamics 365 in which two use cases? (Choose two.)

- A. Avaya Elite Multichannel agent desktop (thick client) with Microsoft Dynamics web client
- B. Microsoft Dynamics (thin client) embedded with Avaya Elite Multichannel APIs (channel controls)
- C. Avaya Elite Multichannel agent desktop (thick client) and Microsoft Dynamics (thick client) embedded together on the agent desktop
- D. Microsoft Dynamics (thick client) embedded with Avaya Elite Multichannel APIs (channel controls)

Correct Answer: CD

QUESTION 4

With Avaya Proactive Outreach Manager (POM) and Afiniti Enterprise Behavioral Pairing, you can increase agent productivity by using Artificial Intelligence (AI) to choose the best agent available to handle an outbound contact, and support behavior-based past and predicted future behavior for a customer or agent.

Which application supports POM and Afiniti Enterprise Behavioral Pairing?

- A. Avaya Aura Call Center Elite
- B. Avaya Aura Session Manager
- C. Avaya Aura Call Center Elite Multichannel
- D. Avaya Intelligent Customer Routing

Correct Answer: A

QUESTION 5

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 6

Avaya OneCloud-Private Delivery provides a single-tenant dedicated software instance designed for large enterprise customers requiring higher feature sets, more control, customization, and higher security options.

Which Private Delivery option uses pre-defined data centers with an automated reference architecture to deliver a standard set of UC and CC solutions?

- A. Secure
- B. ReadyNow

- C. Custom
- D. Enterprise

Correct Answer: A

QUESTION 7

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 8

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.

Correct Answer: ACD

QUESTION 9

Which three statements are true for the Avaya Aura?Call Center Elite ordering process? (Choose three.)

- A. Call Center Elite requires CMS.
- B. Call Center Elite 8.0 goes to market per the Avaya Global Product Distribution policy.
- C. CC-Elite can be ordered as a standalone for a 3rd party PBX.
- D. It is sold through Direct and Indirect channels.

E. Call Center Elite includes Business Advocate.

Correct Answer: BCE

QUESTION 10

With the pre-built Virtual Private Clouds (VPCs) of Avaya OneCloud™ 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 OneCloud™ 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 11

The EMC Desktop loads plug-ins based on the settings in the EMC Desktop's configuration.

Which plug-in allows agents to monitor the telephone activity of other call center agents or staff members they work closely with, and adds the ability to see the work Item history of an agent?

- A. EMC Plug-In
- B. Supervisor Plug-In
- C. Presence Plug-In
- D. Agent Plug-in

Correct Answer: B

QUESTION 12

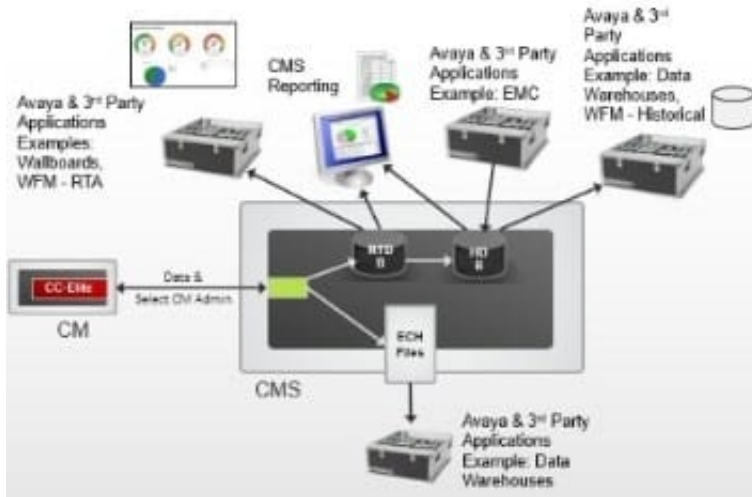
Call Center Elite has the same deployment flexibility as Avaya Aura® Communication Manager (CM). Which two are deployment options for Call Center Elite? (Choose two.)

- A. Multiple Server-Multiple VMS
- B. Multiple Servers with Single VMS
- C. Cloud: Communication Manager with Call Center Elite on Amazon Web Services (AWS)
- D. CM Server Separation

Correct Answer: CD

QUESTION 13

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 14

You have designed a reference solution that includes the Avaya G450 Media, which is targeted for mid-to-large sized branch offices, medium sized standalone businesses, or small campus environments.

The robust TDM capabilities for scalability and deployment flexibility includes 192 analog or digital (DCP) ports, up to 8 TI/E1s up to 10,000 Busy Hour Call Completions, and how much DSP channel capacity?

- A. 320
- B. 160
- C. 20

D. 80

Correct Answer: C

<https://www.trcnetworks.com/avaya-media-gateways-g250g350g430g450g650g860ig550/>

QUESTION 15

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
- C. CMS Virtual Appliance OVA (Customer-provided VMware vSphere Platforms)
- D. Oracle Fire V880/V890
- E. Avaya Solutions Platform Servers

Correct Answer: ACD

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