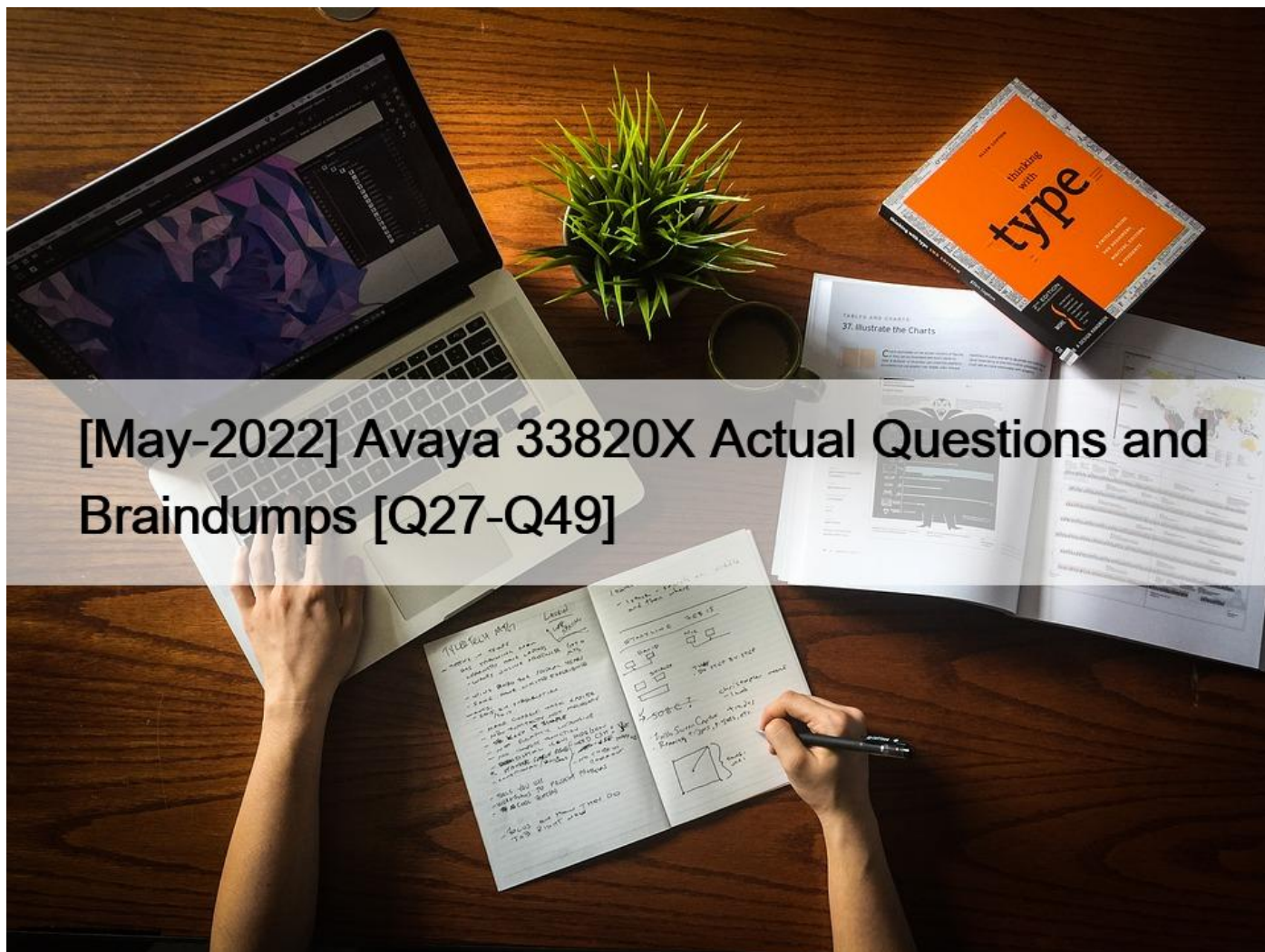


[May-2022 Avaya 33820X Actual Questions and Braindumps [Q27-Q49]



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NEW QUESTION 27

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.)

- * Amazon Web Services
- * Oracle Sun Blade 150
- * CMS Virtual Appliance OVA (Customer-provided VMware vSphere Platforms)
- * Oracle Fire V880/V890
- * Avaya Solutions Platform Servers

NEW QUESTION 28

With the pre-built Virtual Private Clouds (VPCs) of Avaya OneCloud? ReadyNow, Avaya is providing a robust foundation for enterprise cloud deployments. Each VPC Is built as a dedicated software image of Avaya's market leading Contact Center solutions.

What Is the default VPC hardware and software configuration?

- * Dedicated hardware and shared software
- * Shared hardware and shared software
- * Shared hardware and dedicated software
- * Dedicated hardware and dedicated software

NEW QUESTION 29

Many organizations are seeking ways to lower the cost of application development, management, maintenance, and updates.

To become agile to changing business conditions and minimize the cost of updates, which fully featured graphical development environment for creating applications, and runs on Avaya Experience Portal, Is available for customers?

- * Graphical Designer
- * Call Vectoring
- * Visual Designer
- * Avaya IX? Orchestration

NEW QUESTION 30

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.)

- * Avaya Elite Multichannel agent desktop (thick client) with Microsoft Dynamics web client
- * Microsoft Dynamics (thin client) embedded with Avaya Elite Multichannel APIs (channel controls)
- * Avaya Elite Multichannel agent desktop (thick client) and Microsoft Dynamics (thick client) embedded together on the agent desktop
- * Microsoft Dynamics (thick client) embedded with Avaya Elite Multichannel APIs (channel controls)

NEW QUESTION 31

A customer wants an Avaya Elite Multichannel R6.6 solution with the following deployment options:

- * Single Server
- * Multiple Server – Single VMS
- * 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.)

- * EMC-IDS
- * EMC-CORE
- * EMC-XML
- * EMC-SQL-DB

* EMC-VMS

NEW QUESTION 32

A client wants a solution to view live, real-time information, and see the immediate results of their adjustments.

From a migration standpoint, in addition to Avaya Aura® Call Center Elite, which additional application will preserve the customer investment?

- * Avaya IX? Workforce Engagement
- * Avaya Intelligent Customer Routing
- * Avaya Call Management System
- * Avaya Aura® Elite Multichannel

NEW QUESTION 33

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.)

- * Amazon Web Services
- * Oracle Sun Blade 150
- * CMS Virtual Appliance OVA (Customer-provided VMware vSphere Platforms)
- * Oracle Fire V880/V890
- * Avaya Solutions Platform Servers

NEW QUESTION 34

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.)

- * CTI
- * EC500
- * PRI
- * SIP

NEW QUESTION 35

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 IX? Workforce Engagement unifies? (Choose three.)

- * Quality Monitoring
- * Enterprise Analytics
- * Customer Feedback
- * Expert Agent Selection
- * Workforce Management

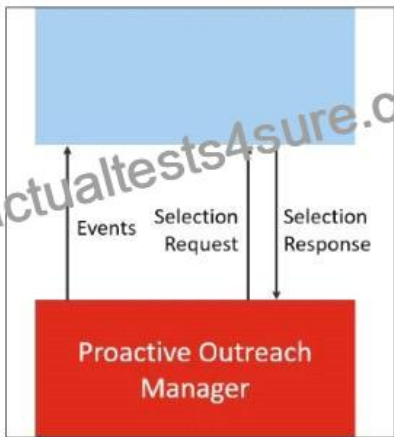
NEW QUESTION 36

A customer wants to use their Contact Center strategically, rather than just as a mechanism to field customer calls. Which three are Workforce Engagement optional add-ons? (Choose three.)

- * Customer Feedback
- * Speech/Voice Analytics
- * Quality Monitoring
- * Workforce Management
- * Desktop and Process Analytics

NEW QUESTION 37

Refer to the exhibit.



Based on the following features and functions:

- * Able to choose the best agent available to handle an outbound contact
- * Supports behavior-based past and predicted future behavior for customers and agents
- * Supports data trending to determine patterns which is refreshed daily
- * POM queries It at that moment In time when It decides on the agent handling a given call Which application would you place in the blue box?
- * Avaya Intelligent Customer Routing
- * Workspaces for Elite with POM Integration
- * Best Service Routing
- * Afiniti Enterprise Behavioral Pairing

NEW QUESTION 38

A customer wants to use their Contact Center strategically, rather than just as a mechanism to field customer calls. Which three are Workforce Engagement optional add-ons? (Choose three.)

- * Customer Feedback
- * Speech/Voice Analytics
- * Quality Monitoring
- * Workforce Management
- * Desktop and Process Analytics

NEW QUESTION 39

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

- * Enablement Licensing (EL)
- * Application Specific Licensing (ASL)
- * Standard License (SL)
- * Advanced License (AL)

NEW QUESTION 40

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

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

- * Advanced Call Vectoring
- * Business Advocate
- * Best Service Routing
- * Expert Agent Selection

NEW QUESTION 41

Refer to the exhibit.



The exhibit shows a basic Avaya Oceana® setup with Call Center Elite, showing a complete multi-touch solution with Call Center Elite serving customers via voice, and Oceana supporting email, chat, SMS, co-browsing and more.

In the box with the question mark (?), which Avaya Aura® component is required to complete this illustration?

- * Avaya Aura® Application Enablement Services
- * Avaya Aura® Communication Manager
- * Avaya Aura® Call Center Elite Multichannel
- * Avaya Experience Portal

NEW QUESTION 42

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?

- * ASP 110
- * ASP 100
- * ASP 120
- * ASP 130

NEW QUESTION 43

Which Cloud Delivery enables partners and customers to integrate a wide range of features, including SIP Trunking, global DID and 800 service, voice notification, messaging, and API workflows?

- * Private Delivery
- * Public Delivery
- * CPaaS Delivery
- * Hybrid

Reference:

<https://www.ngcnetworks.co.uk/wp-content/uploads/2019/05/Avaya-OneCloud-Brochure.pdf>

NEW QUESTION 44

You are designing a solution for a customer with Avaya IX? Workforce Engagement and Avaya Contact Recorder (ACR) in their contact center.

When determining the number of DSPs required for agent recording in an all IP environment using DMCC Call Recording, what is the recommended ratio used?

- * Number of agents X 5 = DSPs
- * Number of agents X 4 = DSPs
- * Number of agents X 3 = DSPs
- * Number of agents X 2 = DSPs

NEW QUESTION 45

An Elite Multichannel (EMC) Release 6.6 Server enhancement is support for Real-time reporting for how many agents with unicast?

- * 500
- * 600
- * 700
- * 800

Reference:

<https://downloads.avaya.com/css/P8/documents/101056329#:~:text=EMC%206.6%20supports%20real%2Dtime%20reporting%20for%20500%20agents%20with%20unicast.>

NEW QUESTION 46

Avaya enabled the automated installation of the Avaya OneCloud? ReadyNow software. With each ReadyNow Solution, Avaya is delivering a pre-built golden image which includes the Avaya Virtual Machine applications or services.

Additionally, which program is leveraged to automate the implementation of network, firewalls, and security container?

- * Avaya Update Manager
- * Capacity Planner
- * Avaya Maestro
- * vCenter Manager

NEW QUESTION 47

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

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

NEW QUESTION 48

You are designing a solution for a customer with Avaya IX? Workforce Engagement and Avaya Contact Recorder (ACR) in their contact center.

When determining the number of DSPs required for agent recording in an all IP environment using DMCC Call Recording, what is the recommended ratio used?

- * Number of agents X 5 = DSPs
- * Number of agents X 4 = DSPs
- * Number of agents X 3 = DSPs
- * Number of agents X 2 = DSPs

NEW QUESTION 49

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 T1/E1s up to 10,000 Busy Hour Call Completions, and how much DSP channel capacity?

- * 320
- * 160
- * 20
- * 80

Reference:

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

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<https://www.actualtests4sure.com/33820X-test-questions.html>