



33820X^{Q&As}

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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QUESTION 1

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.

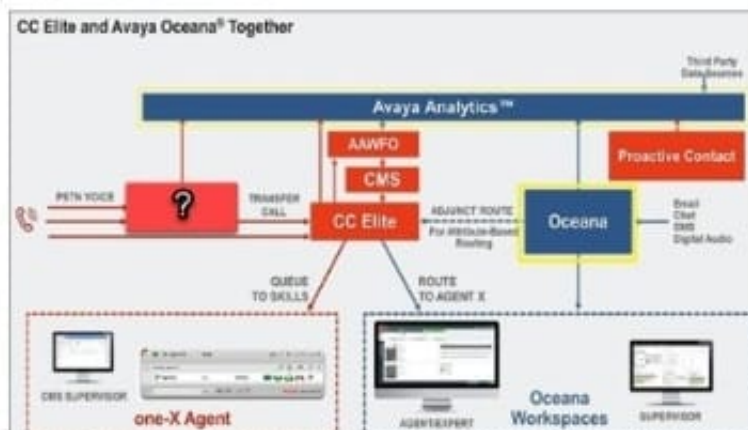
Which three are CMS Release 19 deployment options with the flexibility to meet the needs of every customer? (Choose three.)

- 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

QUESTION 2

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?

- A. Avaya Aura Application Enablement Services
- B. Avaya Aura Communication Manager
- C. Avaya Aura Call Center Elite Multichannel
- D. Avaya Experience Portal

Correct Answer: D



QUESTION 3

An existing customer is interested in an Avaya Aura?suite that is comprised of the following applications:

1.

Desktop applications

2.

Call Routing Server

3.

Multimedia services

4.

Management applications

Based on these requirements, which solution would you recommend to the customer?

A. Avaya Proactive Contact

B. Avaya Aura?Elite Multichannel

C. Avaya Aura?Call Center Elite

D. Avaya Control Manager

Correct Answer: A

QUESTION 4

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

A. 500

B. 600

C. 700

D. 800

Correct Answer: A

[https://downloads.avaya.com/css/P8/documents/101056329#:~:text=EMC%206.6%20supp orts%20real%2Dtime%20reporting%20for%20500%20agents%20with%20unicast.](https://downloads.avaya.com/css/P8/documents/101056329#:~:text=EMC%206.6%20supp%20orts%20real%2Dtime%20reporting%20for%20500%20agents%20with%20unicast.)



QUESTION 5

A customer wants their callers to have greater control over their interactions when they reach their contact centers. They want their callers to be able to get a callback when the next agent is available, or schedule a callback for a day/time that is most convenient. Callers should also be able to continue to hold. Avaya Callback Assist (CBA) gives a customer control of their interaction with the contact center by providing the customer with the estimated wait time and options.

Avaya Callback Assist (CBA) can be installed in which three different environments based on these business requirements? (Choose three.)

- A. TI/EI
- B. Analog
- C. SIP
- D. AACC
- E. CTI

Correct Answer: ADE

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