



# 33820X<sup>Q&As</sup>

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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### QUESTION 1

From a migration standpoint, when implementing Avaya Oceana and Avaya Analytics™, what are three ways that Avaya preserves the customer's investment? (Choose three.)

- A. By using the benefit of Avaya IX™ Workforce Engagement
- B. By using the benefit of Call Center Elite
- C. By using the benefit of Avaya Call Management System
- D. By using the benefit of Avaya Proactive Contact
- E. By using the benefit of Avaya Aura Contact Center

Correct Answer: ABC

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### QUESTION 2

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

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### QUESTION 3

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

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

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#### QUESTION 4

Avaya Survey Assist is a multi-purpose application that allows you to easily create automated voice and SMS surveys. It supports full integration into the Avaya Experience Portal (AEP) and Proactive Outreach Manager (POM) for voice and SMS transactions.

Which two are current deployment options for Avaya Survey Assist? (Choose two.)

- A. Upgradable Single Box
- B. Cluster Mode
- C. Geo-redundancy
- D. Single Box

Correct Answer: AC

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#### QUESTION 5

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

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