33820X^{Q&As}

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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QUESTION 1

Which key Avaya Aura Call Center Elite Multichannel (EMC) component sends a signal to Avaya Enablement Services (AES) to pass the call control and call event Information to Elite Multichannel applications, such as the EMC Desktop?
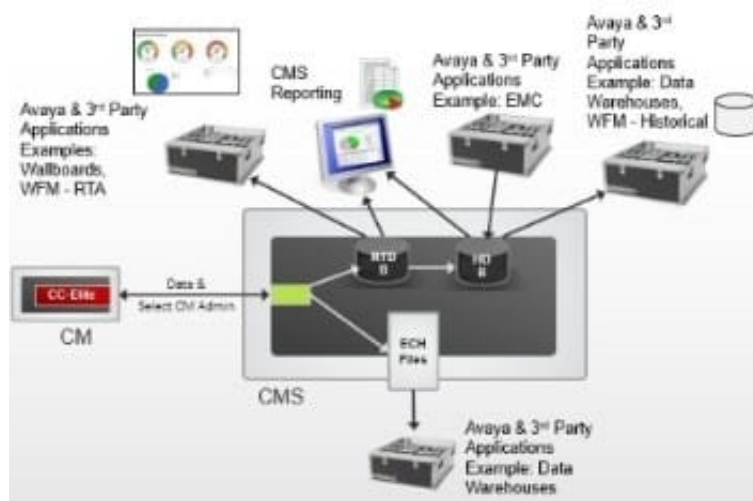
A. XML Service

B. XML Application

C. XML Server

D. XML Client

Correct Answer: C

https://downloads.avaya.com/css/P8/documents/100175255

QUESTION 2

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 3

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

1.

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

2.

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?

A. Advanced Call Vectoring

B. Business Advocate

C. Best Service Routing

D. Expert Agent Selection

Correct Answer: C

QUESTION 4

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.)

A. CTI

B. EC500

C. PRI

D. SIP

Correct Answer: BD

QUESTION 5

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

1.

Single Server

2.

Multiple Server-Single VMS

3.

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.)

A. EMC-IDS

B. EMC-CORE

C. EMC-XML

D. EMC-SQL-DB

E. EMC-VMS

Correct Answer: ABD

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