



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

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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### QUESTION 1

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

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### QUESTION 2

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.)

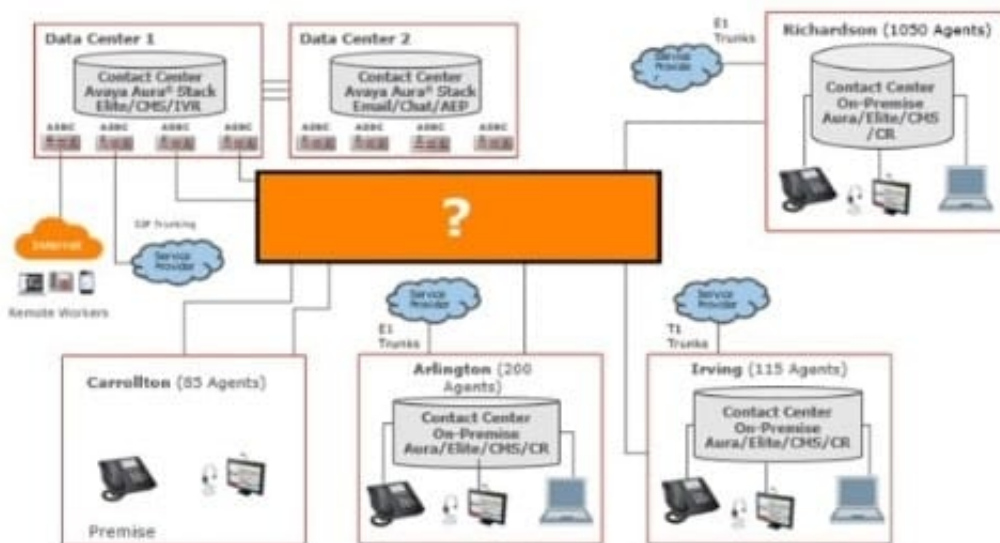
- A. AAMS provides Communication Manager IP audio functionality.
- B. Pricing is differentiated, so customer will buy AAMS-enabled features unique to each adopter.
- C. AAMS is shareable between different adopters.
- D. AAMS provides virtualization, high channel density and no playback announcement limits.
- E. Experience Portal will use the AAMS as a media resource.

Correct Answer: ACD

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### QUESTION 3

Refer to the exhibit.



This high-level diagram shows what a customer's infrastructure might look like with their migration to Avaya OneCloud™ ReadyNow.

With the information in the exhibit, which routing technique would you place in the box with the question mark, to provide connectivity for application support?

- A. Multiprotocol TX Module (MTM)
- B. Multiprotocol Transmitter Module (MTM)
- C. Multiprotocol Label Switching (MPLS) SD-WAN
- D. Multiprotocol Ethernet (ME)

Correct Answer: D

#### QUESTION 4

A customer with a large Contact Center needs a self-service landing pad for incoming calls to handle all the requests that don't require agent support, and also provide a means to fairly distribute agent-bound calls among multiple sites by using Avaya Intelligent Customer Routing (ICR).

When there are multiple Communication Manager (CM) systems, what allows ICR to connect to the PSTN and CM with Call Center Elite systems via SIP?

- A. Avaya Aura Session Manager
- B. Avaya Session Border Controller
- C. Avaya Oceana
- D. Avaya Aura Media Server

Correct Answer: A



### QUESTION 5

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?

- A. Private Delivery
- B. Public Delivery
- C. CPaaS Delivery
- D. Hybrid

Correct Answer: C

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

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