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Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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QUESTION 1

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?

- A. Avaya Update Manager
- B. Capacity Planner
- C. Avaya Maestro
- D. vCenter Manager

Correct Answer: C

QUESTION 2

Avaya Aura and Call Center Elite together help reduce the total cost of ownership (TCO) with centralization and consolidation.

Avaya's open architecture provides feature and investment options for any enterprise, and customers can choose from which two options? (Choose two.)

- A. Subscription-based payments
- B. Cloud Contact Center with AACC
- C. Managed Private or Hybrid Networks
- D. Cloud Storage Box

Correct Answer: C

QUESTION 3

A customer wants to avoid large upfront capital expenses for software licenses with capacities that may or may not be needed.

Which Avaya OneCloud™ ReadyNow offer is the foundation of a rate card model that includes hardware, software usage, installation, operation, and maintenance as a monthly recurring charge?

- A. Virtual Private Clouds
- B. Ready Now Solutions
- C. Contact Center Bundles



D. Proof of Concept

Correct Answer: A

QUESTION 4

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 IXTM Workforce Engagement unifies? (Choose three.)

- A. Quality Monitoring
- B. Enterprise Analytics
- C. Customer Feedback
- D. Expert Agent Selection
- E. Workforce Management

Correct Answer: ABE

QUESTION 5

Avaya Common Servers supported for new orders for Virtual Appliance Deployments of Avaya Aura?8.1.x applications will be shipped with Dell Gen 10 servers using Intel Skylake processors. There are three (ASP 110, 120 and 130) variants of this Avaya Solutions Platform (ASP) that differ only in the way the software is loaded on the server, because the underlying hardware is the same.

Which two statements are true for the ASP 130? (Choose two.)

- A. Standard VMware version (non-customized) is used.
- B. Avaya provides tools to install/upgrade the VMware hypervisor.
- C. Apps are installed, and host managed using vSphere web client or customer-provided vCenter server.
- D. Remote upgrade of servers is supported, and site visit is not required.

Correct Answer: D

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