



33820X^{Q&As}

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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QUESTION 1

Avaya IXTM Orchestration is a graphical development tool for creating applications that run on which three Avaya systems? (Choose three.)

- A. Avaya Aura?Communication Manager
- B. Avaya Aura?Contact Center
- C. Avaya Experience Portal
- D. Avaya Contact Center Select
- E. Voice Portal

Correct Answer: BCE

<https://support.avaya.com/products/P0408/avaya-orchestration-designer#:~:text=Orchestration%20Designer%20is%20a%20fully,and%20Interactive%20Response%20software%20platforms.>

QUESTION 2

A customer has provided you with the following solution requirements:

1.
A 360-degree view of the customer journey across touch points and agent interactions
 2.
Leverage the thin client Interface to reduce costs versus downloading and managing thick clients
 3.
No modifications to the Call Center Elite infrastructure
 4.
Enrich and personalize the customer experience by delivering relevant customer information from multiple sources
- To enhance their call center solution, which application solution would you recommend to the customer?
- A. Avaya IXTM Workforce Engagement
 - B. Avaya Call Management System
 - C. Avaya Workspaces?for Elite
 - D. Avaya Breeze?

Correct Answer: C



QUESTION 3

A customer requires a backup AEP system maintained in a different geographical location, where a manual process will move the licenses from the primary to the backup site.

Which disaster recovery solution would you recommend to this customer using Enterprise Wide Licensing?

- A. Primary-Secondary
- B. Active-Active
- C. Active-Passive
- D. Primary-Backup

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

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



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