



33820X^{Q&As}

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

Pass Avaya 33820X Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/33820x.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Avaya
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





QUESTION 1

An Avaya customer has ordered an Avaya Call Management System (CMS) Release 19 without a turnkey server, for installation on one of their customer provided VMware vSphere systems.

The CMS Release 19 turnkey servers are provided by the Avaya Solutions Platform program, with the server fitting which profile?

- A. ASP 110
- B. ASP 100
- C. ASP 120
- D. ASP 130

Correct Answer: C

QUESTION 2

A Call Center Elite customer is currently running only a voice channel, and does not have either Interaction Center (IC) or Elite Multichannel (EMC). Which product enables them to implement Multichannel?

- A. Avaya Workspaces for Elite
- B. Avaya Control Manager
- C. Avaya Breeze
- D. Avaya Oceana

Correct Answer: A

QUESTION 3

A customer wants to use their Contact Center strategically, rather than just as a mechanism to field customer calls. Which three are Workforce Engagement optional add-ons? (Choose three.)

- A. Customer Feedback
- B. Speech/Voice Analytics
- C. Quality Monitoring
- D. Workforce Management
- E. Desktop and Process Analytics

Correct Answer: BCD



QUESTION 4

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.

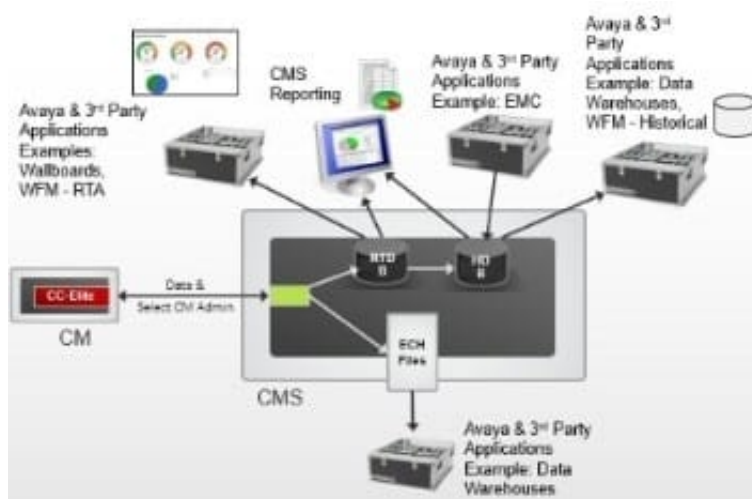
To meet these requirements, which Call Center Elite feature would you recommend?

- A. Advanced Call Vectoring
- B. Business Advocate
- C. Best Service Routing
- D. Expert Agent Selection

Correct Answer: C

QUESTION 5

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

[Latest 33820X Dumps](#)

[33820X VCE Dumps](#)

[33820X Exam Questions](#)