



33820X^{Q&As}

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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QUESTION 1

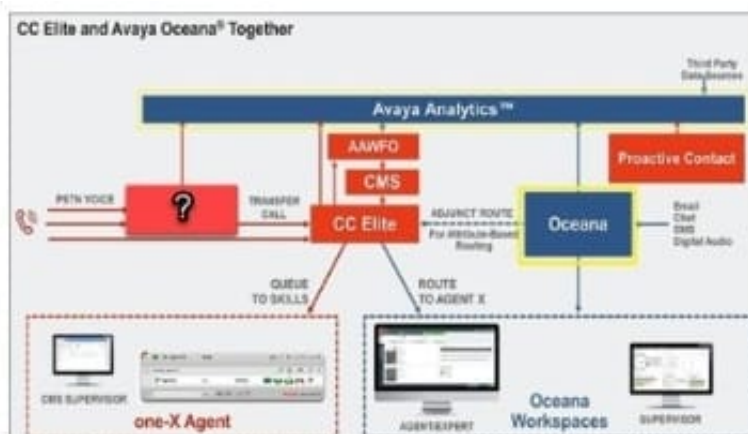
A customer has inquired about Avaya Callback Assist (CBA) to learn about immediate and scheduled callbacks with Avaya Experience Portal. From a technical and administration standpoint, CBA supports which two environments? (Choose two.)

- A. CTI
- B. EC500
- C. PRI
- D. SIP

Correct Answer: BD

QUESTION 2

Refer to the exhibit.



The exhibit shows a basic Avaya Oceana setup with Call Center Elite, showing a complete multi-touch solution with Call Center Elite serving customers via voice, and Oceana supporting email, chat, SMS, co-browsing and more.

In the box with the question mark (?), which Avaya Aura?component is required to complete this illustration?

- A. Avaya Aura Application Enablement Services
- B. Avaya Aura Communication Manager
- C. Avaya Aura Call Center Elite Multichannel
- D. Avaya Experience Portal

Correct Answer: D



QUESTION 3

Which two statements about the enhancements to Elite Multichannel Release 6.6 security are true? (Choose two.)

- A. All connections to EMC 6.6 Servers use only TLS 1.2 to communicate.
- B. Support for TLS 1.0 and 1.1 have been dropped from EMC 6.6.
- C. Elite Multichannel 6.6 supports WebLM Release 6.x.
- D. Elite Multichannel 6.6 uses SSLv3

Correct Answer: AD

QUESTION 4

From a migration standpoint, when implementing Avaya Oceana?and Avaya AnalyticsTM, what are three ways that Avaya preserves the customer's Investment? (Choose three.)

- A. By using the benefit of Avaya IX[™] Workforce Engagement
- B. By using the benefit of Call Center Elite
- C. By using the benefit of Avaya Call Management System
- D. By using the benefit of Avaya Proactive Contact
- E. By using the benefit of Avaya Aura[®] Contact Center

Correct Answer: ABC

QUESTION 5

Avaya IX[™]TM 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.>



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