



33820X^{Q&As}

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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QUESTION 1

Based on customer feedback, what was the top priority in 2019 for Contact Center organizations?

- A. To increase first contact resolution
- B. To increase agent retention
- C. To increase self-service usage
- D. To increase digital channel usage

Correct Answer: A

QUESTION 2

Avaya Elite Multichannel (EMC) Release 6.6 supports which three platforms? (Choose three.)

- A. MS SQL 2016
- B. MS Windows Server 2016
- C. MS Windows Server 2012
- D. Microsoft.NET Framework R4.7.2
- E. MS SQL 2017

Correct Answer: CDE

QUESTION 3

A customer wants their callers to have greater control over their interactions when they reach their contact centers. They want their callers to be able to get a callback when the next agent is available, or schedule a callback for a day/time that is most convenient. Callers should also be able to continue to hold. Avaya Callback Assist (CBA) gives a customer control of their interaction with the contact center by providing the customer with the estimated wait time and options.

Avaya Callback Assist (CBA) can be installed in which three different environments based on these business requirements? (Choose three.)

- A. TI/EI
- B. Analog
- C. SIP
- D. AACC
- E. CTI

Correct Answer: ADE



QUESTION 4

An agent license in Avaya Call Management System is consumed for each agent logged in to at least one measured skill. Regardless of the number of skills assigned to an agent, only one CMS agent license is consumed when an agent logs in to one or more measured skills. Agent licenses are enabled on CC Elite and CMS, and the Elite Agent licenses are for the ACD functionality.

If CMS is reporting on three ACDs with 500 active agents each, how many agents would it be licensed for?

- A. 500
- B. 750
- C. 1000
- D. 1500

Correct Answer: A

QUESTION 5

During your discovery conversation with an existing Call Center Elite customer, they provided the following requirements:

1.

Increase in agents from 300 to 400

2.

Agent/Remote Workers 10% of agents

3.

Increase in CMS Supervisors from 30 to 40

4.

No increase in 900 Business Users

5.

Avaya IXTM Messaging (Customer Provided Server)

Which Design Scope would you select for this customer?

A. Core Suite Licenses: 1340-CCElite, CMS Agents one-X Agents: 400-CMS Supervisor License: 40 Remote Workers: 40-IXTM Messaging Users: 1340

B. Core Suite Licenses: 1300-CCElite, CMS Agents one-X Agents: 400-CMS Supervisor License: 30 Remote Workers: 30-IXTM Messaging Users: 1340

C. Core Suite Licenses: 1340-CCElite, CMS Agents one-X Agents: 400-CMS Supervisor License: 40 Remote Workers:



30-IXTM Messaging Users: 1340

D. Core Suite Licenses: 1300-CCElite, CMS Agents one-X Agents: 400-CMS Supervisor License: 40 Remote Workers:
30-IXTM Messaging Users: 1300

Correct Answer: D

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