



33820X^{Q&As}

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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QUESTION 1

You are designing a solution for a customer with Avaya IXTM Workforce Engagement and Avaya Contact Recorder (ACR) in their contact center.

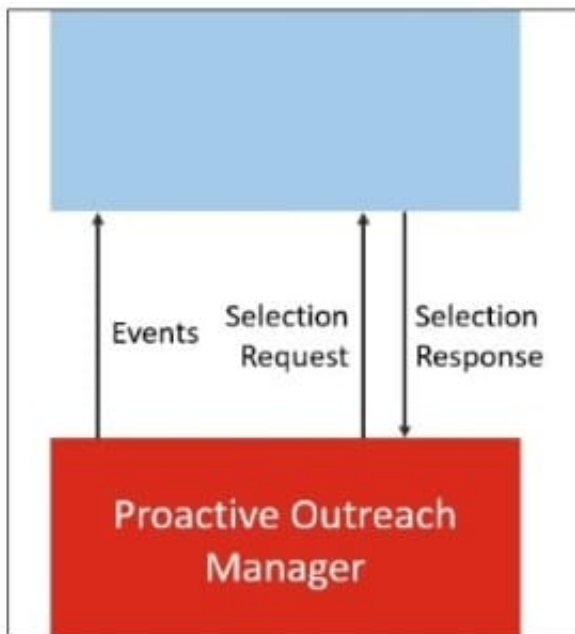
When determining the number of DSP's required for agent recording in an all IP environment using DMCC Call Recording, what is the recommended ratio used?

- A. Number of agents X 5 = DSPs
- B. Number of agents X 4 = DSPs
- C. Number of agents X 3 = DSPs
- D. Number of agents X 2 = DSPs

Correct Answer: A

QUESTION 2

Refer to the exhibit.



Based on the following features and functions:

1.

Able to choose the best agent available to handle an outbound contact

2.

Supports behavior-based past and predicted future behavior for customers and agents



3.

Supports data trending to determine patterns which is refreshed daily

4.

POM queries It at that moment In time when It decides on the agent handling a given call

Which application would you place in the blue box?

- A. Avaya Intelligent Customer Routing
- B. Workspaces for Elite with POM Integration
- C. Best Service Routing
- D. Afiniti Enterprise Behavioral Pairing

Correct Answer: A

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 with a large Contact Center needs a self-service landing pad for incoming calls to handle all the requests that don't require agent support, and also provide a means to fairly distribute agent-bound calls among multiple sites by using Avaya Intelligent Customer Routing (ICR).

When there are multiple Communication Manager (CM) systems, what allows ICR to connect to the PSTN and CM with Call Center Elite systems via SIP?

- A. Avaya Aura Session Manager
- B. Avaya Session Border Controller



C. Avaya Oceana

D. Avaya Aura Media Server

Correct Answer: A

QUESTION 5

A new customer needs a solution that runs on their existing Avaya Aura?Unified Communication (UC) platform, and provides basic and advanced call center features like Expert Agent Selection and Best Service Routing.

Based on these requirements, which solution would you recommend to the customer?

A. Avaya Aura?Elite Multichannel

B. Avaya Aura?Call Center Elite

C. Avaya Intelligent Customer Routing

D. Avaya Proactive Contact

Correct Answer: B

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