



# 33820X<sup>Q&As</sup>

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

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### QUESTION 2

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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### QUESTION 3

With the pre-built Virtual Private Clouds (VPCs) of Avaya OneCloud™ ReadyNow, Avaya provides a robust foundation for enterprise cloud deployments. The complete solution requires elements provided by Avaya, a Partner, and/or the customer for a fully functional end-to-end solution.

Which two scenarios are supported in the Avaya OneCloud™ ReadyNow offer? (Choose two.)

- A. MPLS VPN/Software Defined WAN Connectivity
- B. CC Solutions with ACCS Connectivity
- C. Analog Trunk Access Connectivity
- D. PSTN Network Connectivity

Correct Answer: AD

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#### 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

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#### QUESTION 5

Call Center Elite Release 8.x continues to support SIP end-to-end deployments, and is aimed at supporting Avaya Aura enhancements.

To support large capacity SIP call centers, what is the number of concurrently logged in ACD SIP agents supported in Call Center Elite Release 8.x?

- A. 15,000
- B. 10,000
- C. 5000
- D. 12,000

Correct Answer: A

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#### QUESTION 6

A Call Management System (CMS) Release 19 goes to market per the Avaya Global Product Distribution policy. It is sold through direct and indirect channels. The channel strategy and sales model are not affected by this release.

Which three are CMS Release 19 deployment options with the flexibility to meet the needs of every customer? (Choose three.)

- A. Amazon Web Services
- B. Oracle Sun Blade 150



- C. CMS Virtual Appliance OVA (Customer-provided VMware vSphere Platforms)
- D. Oracle Fire V880/V890
- E. Avaya Solutions Platform Servers

Correct Answer: ACD

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#### QUESTION 7

Avaya Intelligent Xperiences provides different Avaya OneCloud deliveries.

Which software delivery is multi-tenant and designed for customers that require more standard feature functionality in their UC and CC solutions?

- A. Public
- B. Private
- C. Hybrid
- D. CPaaS

Correct Answer: C

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#### QUESTION 8

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

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#### QUESTION 9

Avaya OneCloud IX,H Contact Center is a true, multi-tenant, complete Contact Center solution that provides a simplified cloud experience for operations and agents. A customer needs skill-based call center routing as part of their solution.

Which two IXTM Contact Center bundles offer this feature? (Choose two.)

- A. Reporting Bundle
- B. Basic Bundle
- C. Voice Bundle

D. Advanced Bundle

Correct Answer: AB

### QUESTION 10

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

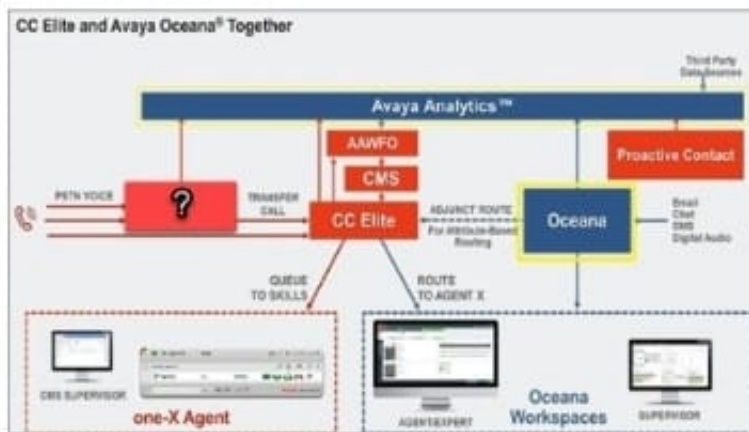
When determining the number of DSP's required for agent recording in an all IP environment using DMCC Call Recording, what is the recommended ratio used?

- 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 11

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 12

Which key Avaya Aura Call Center Elite Multichannel (EMC) component sends a signal to Avaya Enablement Services (AES) to pass the call control and call event Information to Elite Multichannel applications, such as the EMC Desktop?

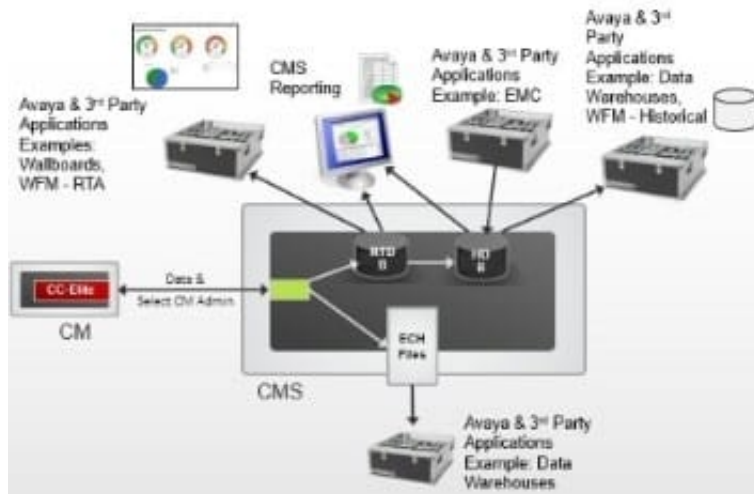
- A. XML Service
- B. XML Application
- C. XML Server
- D. XML Client

Correct Answer: C

<https://downloads.avaya.com/css/P8/documents/100175255>

### QUESTION 13

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

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#### QUESTION 14

Which Cloud Delivery enables partners and customers to integrate a wide range of features, including SIP Trunking, global DID and 800 service, voice notification, messaging, and API workflows?

- A. Private Delivery
- B. Public Delivery
- C. CPaaS Delivery
- D. Hybrid

Correct Answer: C

<https://www.ngcnetworks.co.uk/wp-content/uploads/2019/05/Avaya-OneCloud-Brochure.pdf>

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#### QUESTION 15

Application Enablement Services (AES) protocols such as TSAPI, JTAPI, and DMCC, no longer need to be purchased separately with which licensing option?

- A. Enablement Licensing (EL)
- B. Application Specific Licensing (ASL)
- C. Standard License (SL)
- D. Advanced License (AL)

Correct Answer: A

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