33820X^{Q&As}

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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QUESTION 1

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 2

With the pre-built Virtual Private Clouds (VPCs) of Avaya OneCloudTM ReadyNow, Avaya is providing a robust foundation for enterprise cloud deployments. Each VPC Is built as a dedicated software image of Avaya\'s market leading Contact Center solutions.

What Is the default VPC hardware and software configuration?

A. Dedicated hardware and shared software

B. Shared hardware and shared software

C. Shared hardware and dedicated software

D. Dedicated hardware and dedicated software

Correct Answer: D

QUESTION 3

A customer has provided you with the following solution requirements:

1.

A 360-degree view of the customer journey across touch points and agent interactions

2.

Leverage the thin client Interface to reduce costs versus downloading and managing thick clients

3.

No modifications to the Call Center Elite infrastructure

4.

Enrich and personalize the customer experience by delivering relevant customer information from multiple sources

To enhance their call center solution, which application solution would you recommend to the customer?

A. Avaya IXTM Workforce Engagement

B. Avaya Call Management System

C. Avaya Workspaces?for Elite

D. Avaya Breeze?

Correct Answer: C

QUESTION 4

A customer requires a solution that has a broad appeal across all vertical markets, and simplifies the management operations of Avaya-based solutions through a centralized administration platform. This solution will also reduce costs, enhance security and access, all without increasing complexity.

Which application solution would you present to this customer?

A. Avaya Control Manager

B. Avaya Intelligent Customer Routing

C. Avaya Proactive Outreach Manager

D. Avaya Experience Portal

Correct Answer: A

QUESTION 5

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