



33820X^{Q&As}

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

Pass Avaya 33820X Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.geekcert.com/33820x.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Avaya
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





QUESTION 1

A customer needs to integrate a network of call centers for better load balancing and optimal agent utilization. They also need to monitor the status of the specified resources and adjust call processing. This would enable the system to compare the specified skills, identify the skill that provides best service to a call, and deliver the call to an agent in the skill. If no agents are available in the skill, the call is queued.

Which Avaya Aura Call Center Elite feature would you recommend to this customer?

- A. Advanced Call Vectoring
- B. Expert Agent Selection
- C. Best Service Routing
- D. Business Advocate

Correct Answer: C

QUESTION 2

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 3**

Many organizations are seeking ways to lower the cost of application development, management, maintenance, and updates.

To become agile to changing business conditions and minimize the cost of updates, which fully featured graphical development environment for creating applications, and runs on Avaya Experience Portal, is available for customers?

- A. Graphical Designer
- B. Call Vectoring
- C. Visual Designer
- D. Avaya IXTM Orchestration

Correct Answer: D

QUESTION 4

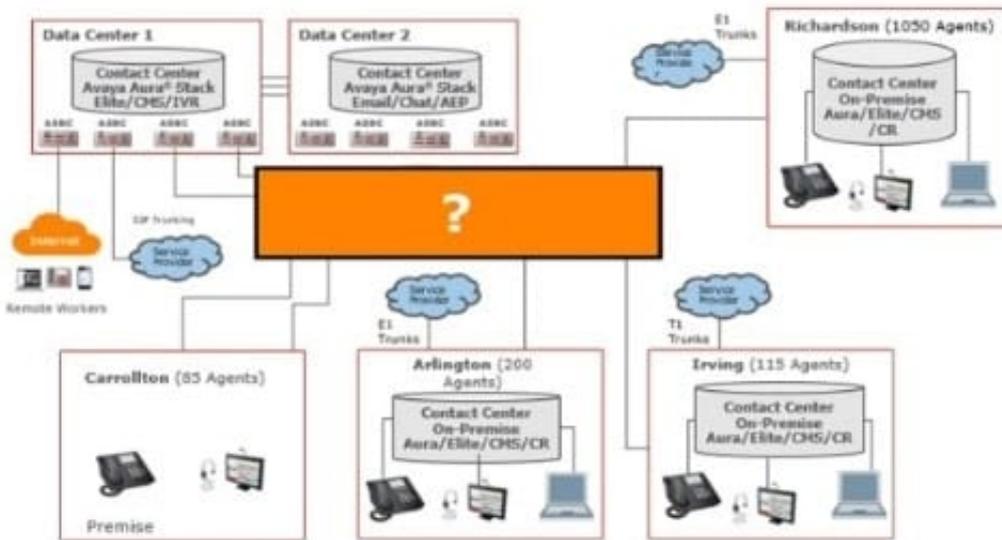
A customer has inquired about Avaya Callback Assist (CBA) to learn about immediate and scheduled callbacks with Avaya Experience Portal. From a technical and administration standpoint, CBA supports which two environments? (Choose two.)

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

Correct Answer: BD

QUESTION 5

Refer to the exhibit.



This high-level diagram shows what a customer's infrastructure might look like with their migration to Avaya OneCloudTM ReadyNow.

With the information in the exhibit, which routing technique would you place in the box with the question mark, to provide connectivity for application support?

- A. Multiprotocol TX Module (MTM)
- B. Multiprotocol Transmitter Module (MTM)
- C. Multiprotocol Label Switching (MPLS) SD-WAN
- D. Multiprotocol Ethernet (ME)

Correct Answer: D

[Latest 33820X Dumps](#)

[33820X Study Guide](#)

[33820X Brindumps](#)