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Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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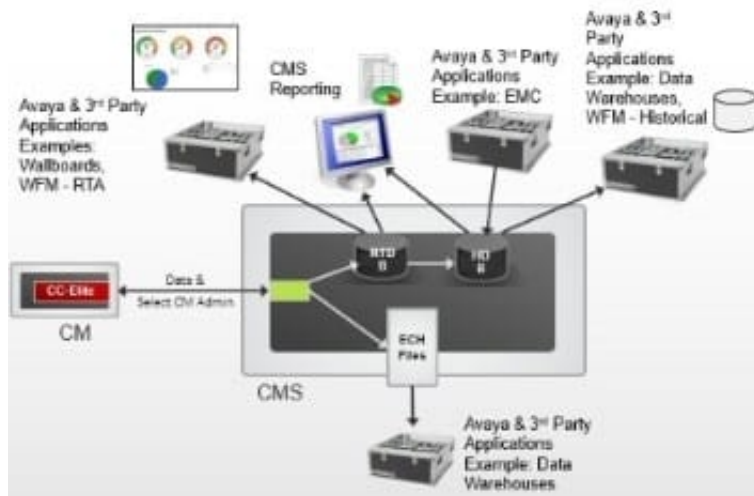
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QUESTION 1

The Avaya Experience Portal (AEP) is licensed and offered on a per port basis. Which three statements are true for the AEP? (Choose three.)

A. The MRCP connection is free of charge when speech is purchased through Avaya otherwise the customer pays to enable ASR/TTS capabilities.

B. In AEP 7.2.x, full ports cannot be bundled with speech.

C. The Media Resource Control Protocol connection is licensed per port and includes ASR and TTS.

D. In AEP 7.2.x, full ports may be bundled with speech.

E. The Media Resource Control Protocol connection is licensed per port, and separately for ASR and TTS.

Correct Answer: ACD

QUESTION 2

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

QUESTION 3

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

QUESTION 4

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

QUESTION 5

Avaya Common Servers supported for new orders for Virtual Appliance Deployments of Avaya Aura?8.1.x applications will be shipped with Dell Gen 10 servers using Intel Skylake processors. There are three (ASP 110, 120 and 130) variants of this Avaya Solutions Platform (ASP) that differ only in the way the software is loaded on the server, because the underlying hardware is the same.

Which two statements are true for the ASP 130? (Choose two.)

A. Standard VMware version (non-customized) is used.

B. Avaya provides tools to install/upgrade the VMware hypervisor.

C. Apps are installed, and host managed using vSphere web client or customer-provided vCenter server.

D. Remote upgrade of servers is supported, and site visit is not required.

Correct Answer: D

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