



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

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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### QUESTION 1

Avaya Elite Multichannel (EMC) is a Microsoft Windows-based software feature set.

Avaya Elite Multichannel R6.6 integrates with MS Dynamics 365 in which two use cases? (Choose two.)

- A. Avaya Elite Multichannel agent desktop (thick client) with Microsoft Dynamics web client
- B. Microsoft Dynamics (thin client) embedded with Avaya Elite Multichannel APIs (channel controls)
- C. Avaya Elite Multichannel agent desktop (thick client) and Microsoft Dynamics (thick client) embedded together on the agent desktop
- D. Microsoft Dynamics (thick client) embedded with Avaya Elite Multichannel APIs (channel controls)

Correct Answer: CD

### QUESTION 2

A customer requires a backup AEP system maintained in a different geographical location, where a manual process will move the licenses from the primary to the backup site.

Which disaster recovery solution would you recommend to this customer using Enterprise Wide Licensing?

- A. Primary-Secondary
- B. Active-Active
- C. Active-Passive
- D. Primary-Backup

Correct Answer: A

### QUESTION 3

Refer to the exhibit.



In this example, the target market is enterprise contact centers and general enterprise telephony customers who are implementing CTI applications with Communications Manager.



Which open standards-based solution runs on a Linux server, is tightly integrated with a Communication Manager and Elite Multichannel solution, and is missing from this diagram?

- A. Avaya Aura?Session Manager
- B. Avaya Aura?Session Border Controller
- C. Avaya Aura?Application Enablement Services
- D. Avaya Aura?Media Server

Correct Answer: A

#### QUESTION 4

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 5

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

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