



33820X^{Q&As}

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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QUESTION 1

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 2

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 3

Workspaces for Elite with POM Integration can Increase agent productivity by providing a unified desktop for agents to handle all inbound and outbound voice tasks, and which three types of calls? (Choose three.)

- A. Predictive
- B. Progressive
- C. Performance
- D. Proficient
- E. Preview

Correct Answer: BCE



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

QUESTION 5

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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