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Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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QUESTION 1

A customer wants to use the Avaya Aura?Media Server (AAMS) because of its advanced multimedia processing features. Which three statements are true for the AAMS? (Choose three.)

- A. AAMS provides Communication Manager IP audio functionality.
- B. Pricing is differentiated, so customer will buy AAMS-enabled features unique to each adopter.
- C. AAMS is shareable between different adopters.
- D. AAMS provides virtualization, high channel density and no playback announcement limits.
- E. Experience Portal will use the AAMS as a media resource.

Correct Answer: ACD

QUESTION 2

A customer requires support for a solution that will allow call center supervisors to monitor the activity of groups of agents, and they need to know more about monitoring agents with the Elite Multichannel (EMC) Supervisor Plug-in, which is part of the EMC Desktop. How many agents do the supervisors have the ability to monitor?

- A. 20 or less
- B. 15 or less
- C. 5 or less
- D. 10 or less

Correct Answer: D

[https://documentation.avaya.com/ko-KR/bundle/](https://documentation.avaya.com/ko-KR/bundle/PartnerCloudPoweredbyAvayaCaaS/SolutionDescription_r30/page/EMC_features_in_CCaaS.html)

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QUESTION 3

Application Enablement Services (AES) protocols such as TSAPI, JTAPI, and DMCC, no longer need to be purchased separately with which licensing option?

- A. Enablement Licensing (EL)
- B. Application Specific Licensing (ASL)
- C. Standard License (SL)
- D. Advanced License (AL)

Correct Answer: A



QUESTION 4

Call Center Elite Release 8.x continues to support SIP end-to-end deployments, and is aimed at supporting Avaya Aura enhancements.

To support large capacity SIP call centers, what is the number of concurrently logged in ACD SIP agents supported in Call Center Elite Release 8.x?

- A. 15,000
- B. 10,000
- C. 5000
- D. 12,000

Correct Answer: A

QUESTION 5

An agent license in Avaya Call Management System is consumed for each agent logged in to at least one measured skill. Regardless of the number of skills assigned to an agent, only one CMS agent license is consumed when an agent logs in to one or more measured skills. Agent licenses are enabled on CC Elite and CMS, and the Elite Agent licenses are for the ACD functionality.

If CMS is reporting on three ACDs with 500 active agents each, how many agents would it be licensed for?

- A. 500
- B. 750
- C. 1000
- D. 1500

Correct Answer: A

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