



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

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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#### QUESTION 1

Avaya Elite Multichannel (EMC) Release 6.6 supports which three platforms? (Choose three.)

- A. MS SQL 2016
- B. MS Windows Server 2016
- C. MS Windows Server 2012
- D. Microsoft.NET Framework R4.7.2
- E. MS SQL 2017

Correct Answer: CDE

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#### QUESTION 2

Which two statements about the enhancements to Elite Multichannel Release 6.6 security are true? (Choose two.)

- A. All connections to EMC 6.6 Servers use only TLS 1.2 to communicate.
- B. Support for TLS 1.0 and 1.1 have been dropped from EMC 6.6.
- C. Elite Multichannel 6.6 supports WebLM Release 6.x.
- D. Elite Multichannel 6.6 uses SSLv3

Correct Answer: AD

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#### QUESTION 3

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

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#### QUESTION 4



Refer to the exhibit.

Avaya Aura® Deployment Options for Communication Manager

Application	Virtual Appliance					Non-Virtualized			
	Appliance		Virtualized Environment			Server Appliance "Bare metal"	Software Only		
	Virtual Appliance	Pod FX <sup>1</sup>	Customer Provided VMware	IaaS AWS	IaaS IBM BlueMix		Software Only	IaaS Google	IaaS Azure
Communication Manager	✓	with Pod FX	✓	✓	✓	✗	✓	✓	✓

The exhibit contains the deployment options for Communication Manager. What is the Virtual Appliance that Pod FX is transitioning to?

- A. Avaya Server Platform (ASP)
- B. Avaya Application Server (AAS)
- C. Avaya Solutions Platform (ASP)
- D. Avaya Common Platform (ACP)

Correct Answer: A

**QUESTION 5**

Avaya IX™ Orchestration is a graphical development tool for creating applications that run on which three Avaya systems? (Choose three.)

- A. Avaya Aura?Communication Manager
- B. Avaya Aura?Contact Center
- C. Avaya Experience Portal
- D. Avaya Contact Center Select
- E. Voice Portal

Correct Answer: BCE

<https://support.avaya.com/products/P0408/avaya-orchestration-designer#:~:text=Orchestration%20Designer%20is%20a%20fully,and%20Interactive%20Response%20software%20platforms.>