33820X^Q&As

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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QUESTION 1

Refer to the exhibit.

In this example, the target market is enterprise contact centers and general enterprise telephony customers who are implementing CTIapplications 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 2

Refer to the exhibit.
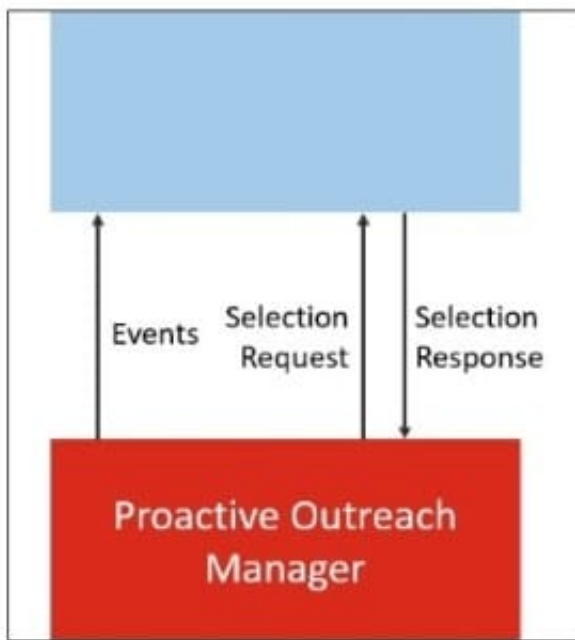
Based on the following features and functions:

1.

Able to choose the best agent available to handle an outbound contact

2.

Supports behavior-based past and predicted future behavior for customers and agents

3.

Supports data trending to determine patterns which is refreshed daily

4.

POM queries It at that moment In time when It decides on the agent handling a given call

Which application would you place in the blue box?

A. Avaya Intelligent Customer Routing

B. Workspaces for Elite with POM Integration

C. Best Service Routing

D. Afiniti Enterprise Behavioral Pairing

Correct Answer: A

QUESTION 3

Avaya Survey Assist is a multi-purpose application that allows you to easily create automated voice and SMS surveys. It supports full integration into the Avaya Experience Portal (AEP) and Proactive Outreach Manager (POM) for voice and SMS transactions.

Which two are current deployment options for Avaya Survey Assist? (Choose two.)

A. Upgradable Single Box

B. Cluster Mode

C. Geo-redundancy

D. Single Box

Correct Answer: AC

QUESTION 4

Avaya OneCloud-Public Delivery leverages Avaya UC and CC technology and solutions for a seamless transition to the cloud. Which two options are available with Avaya OneCloud-Public Delivery? (Choose

two.)

A. IXTM Orchestration

B. IXTM Contact Center

C. IXTM Workforce Engagement

D. IX,H Workplace

Correct Answer: AD

QUESTION 5

A customer wants their callers to have greater control over their interactions when they reach their contact centers. They want their callers to be able to get a callback when the next agent is available, or schedule a callback for a day/time that is most convenient. Callers should also be able to continue to hold. Avaya Callback Assist (CBA) gives a customer control of their interaction with the contact center by providing the customer with the estimated wait time and options.

Avaya Callback Assist (CBA) can be installed in which three different environments based on these business requirements? (Choose three.)

A. TI/EI

B. Analog

C. SIP

D. AACC

E. CTI

Correct Answer: ADE

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