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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

A customer requires a solution that has a broad appeal across all vertical markets, and simplifies the management operations of Avaya-based solutions through a centralized administration platform. This solution will also reduce costs, enhance security and access, all without increasing complexity.

Which application solution would you present to this customer?

- A. Avaya Control Manager
- B. Avaya Intelligent Customer Routing
- C. Avaya Proactive Outreach Manager
- D. Avaya Experience Portal

Correct Answer: A

QUESTION 3

Avaya Common Servers supported for new orders for Virtual Appliance Deployments of Avaya Aura® 8.1.x applications will be shipped with Dell Gen 10 servers using Intel Skylake processors. There are three (ASP 110, 120 and 130) variants of this Avaya Solutions Platform (ASP) that differ only in the way the software is loaded on the server, because the underlying hardware is the same.

Which two statements are true for the ASP 130? (Choose two.)

- A. Standard VMware version (non-customized) is used.
- B. Avaya provides tools to install/upgrade the VMware hypervisor.
- C. Apps are installed, and host managed using vSphere web client or customer-provided vCenter server.
- D. Remote upgrade of servers is supported, and site visit is not required.



Correct Answer: D

QUESTION 4

Which Cloud Delivery enables partners and customers to integrate a wide range of features, including SIP Trunking, global DID and 800 service, voice notification, messaging, and API workflows?

- A. Private Delivery
- B. Public Delivery
- C. CPaaS Delivery
- D. Hybrid

Correct Answer: C

<https://www.ngcnetworks.co.uk/wp-content/uploads/2019/05/Avaya-OneCloud-Brochure.pdf>

QUESTION 5

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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