



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

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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### QUESTION 1

An Avaya Aura® Call Center Elite customer wants an application solution with the following requirements:

1.  
Synchronizes with a deskphone to share the control of telephony and agent features
2.  
Includes capabilities of integrated video and Instant messaging
3.  
Increases collaboration
4.  
Reduces agent talk time and facilitates first call resolution

To meet these requirements, which two applications would you recommend to be used in conjunction with Call Center Elite? (Choose two.)

- A. Agent Desktop Displays (ADD)
- B. Avaya one-X® Agent
- C. Agent Map
- D. Avaya Agent for Desktop (AAfD)

Correct Answer: BD

### QUESTION 2

Refer to the exhibit.



In this example, the target market is enterprise contact centers and general enterprise telephony customers who are implementing CTI applications 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 3**

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 4**

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.)

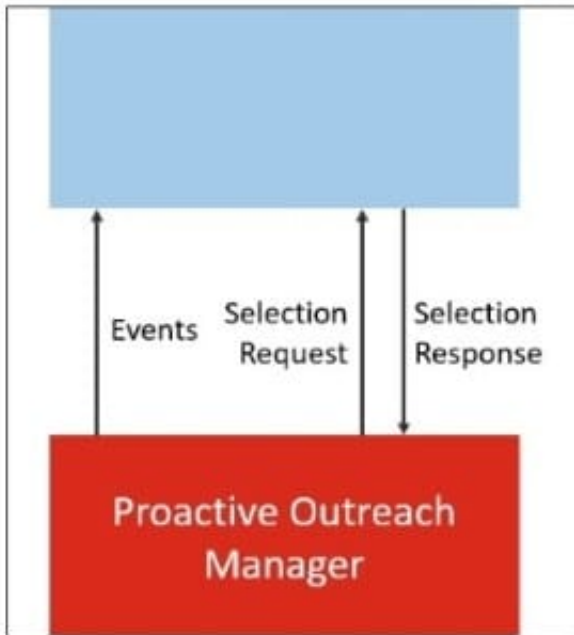
- A. Reporting Bundle
- B. Basic Bundle
- C. Voice Bundle
- D. Advanced Bundle



Correct Answer: AB

### QUESTION 5

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

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