



33820X^{Q&As}

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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**QUESTION 1**

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/PartnerCloudPoweredbyAvayaCaaSsolutionDescription_r30/page/EMC_features_in_CCaaS.html

QUESTION 2

Avaya Aura and Call Center Elite together help reduce the total cost of ownership (TCO) with centralization and consolidation.

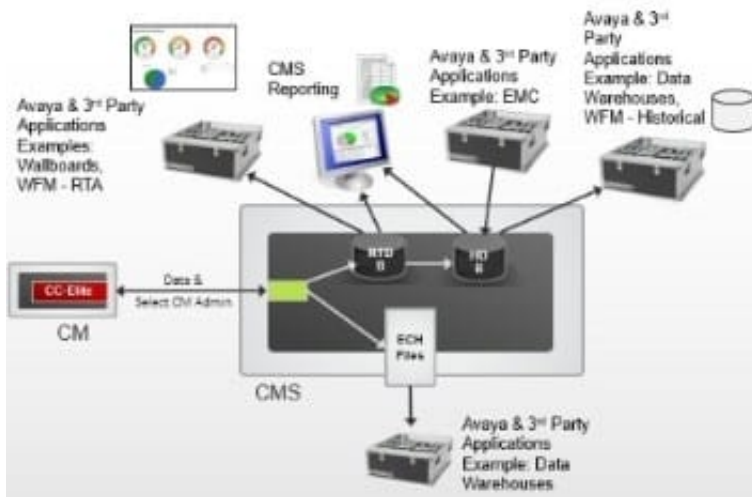
Avaya's open architecture provides feature and investment options for any enterprise, and customers can choose from which two options? (Choose two.)

- A. Subscription-based payments
- B. Cloud Contact Center with AACC
- C. Managed Private or Hybrid Networks
- D. Cloud Storage Box

Correct Answer: C

QUESTION 3

Refer to the exhibit.



This exhibit shows an example of the Call Management System (CMS) and Call Center Elite architecture. A customer wants CMS so it can manage their separate business units, departments, or locations from a single reporting point.

How many Automatic Call Distribution (ACD) queues can a single CMS system report on?

- A. 15
- B. 10
- C. 8
- D. 5

Correct Answer: D

QUESTION 4

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

QUESTION 5



With the pre-built Virtual Private Clouds (VPCs) of Avaya OneCloud™ ReadyNow, Avaya provides a robust foundation for enterprise cloud deployments. The complete solution requires elements provided by Avaya, a Partner, and/or the customer for a fully functional end-to-end solution.

Which two scenarios are supported In the Avaya OneCloud™ ReadyNow offer? (Choose two.)

- A. MPLS VPN/Software Defined WAN Connectivity
- B. CC Solutions with ACCS Connectivity
- C. Analog Trunk Access Connectivity
- D. PSTN Network Connectivity

Correct Answer: AD

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