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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 wants an Avaya Breeze?Snap-in that allows business analysts, non-technical resources and developers the ability to write logical business process flows. Which Avaya Breeze Snap-In would you recommend?

A. Engagement Designer Snap-In

B. Context Store Snap-In

C. Presence Snap-in D)

D. Enhanced Call Control Snap-in

Correct Answer: A

QUESTION 3

Contact centers use remote agents to expand the available talent pool, to find agents in affordable places, and to outsource work.

To support a customer\\'s requirement for Remote Agents/Workers, your design scope will include which licensing requirement for Remote Agents/Workers?

A. Avaya SBCE Standard and Advanced Licenses

B. Avaya SBCE Corporate and Standard Licenses

C. Avaya SBCE Standard License

D. Avaya SBCE Corporate License

Correct Answer: A

QUESTION 4

A customer needs to integrate a network of call centers for better load balancing and optimal agent utilization. They also need to monitor the status of the specified resources and adjust call processing. This would enable the system to compare the specified skills, identify the skill that provides best service to a call, and deliver the call to an agent in the skill. If no agents are available in the skill, the call is queued.
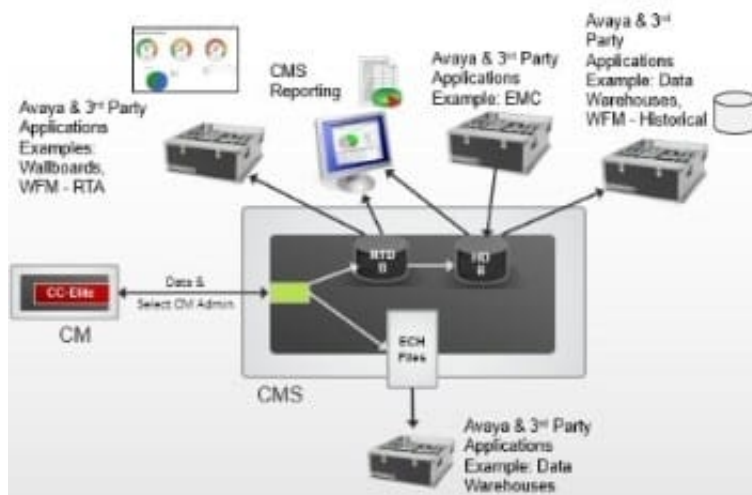
Which Avaya Aura Call Center Elite feature would you recommend to this customer?

A. Advanced Call Vectoring

B. Expert Agent Selection

C. Best Service Routing

D. Business Advocate

Correct Answer: C

QUESTION 5

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