

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

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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**QUESTION 1**

Avaya Elite Multichannel (EMC) Release 6.6 supports which three platforms? (Choose three.)

- A. MS SQL 2016
- B. MS Windows Server 2016
- C. MS Windows Server 2012
- D. Microsoft.NET Framework R4.7.2
- E. MS SQL 2017

Correct Answer: CDE

**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**

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

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#### QUESTION 4

A customer wants to use the Avaya Aura?Media Server (AAMS) because of its advanced multimedia processing features. Which three statements are true for the AAMS? (Choose three.)

- A. AAMS provides Communication Manager IP audio functionality.
- B. Pricing is differentiated, so customer will buy AAMS-enabled features unique to each adopter.
- C. AAMS is shareable between different adopters.
- D. AAMS provides virtualization, high channel density and no playback announcement limits.
- E. Experience Portal will use the AAMS as a media resource.

Correct Answer: ACD

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#### QUESTION 5

A client wants a solution to view live, real-time information, and see the immediate results of their adjustments.

From a migration standpoint, in addition to Avaya Aura?Call Center Elite, which additional application will preserve the customer investment?

- A. Avaya IXTM Workforce Engagement
- B. Avaya Intelligent Customer Routing
- C. Avaya Call Management System
- D. Avaya Aura?Elite Multichannel

Correct Answer: A

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