

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

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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**QUESTION 1**

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

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**QUESTION 2**

An Avaya customer has ordered an Avaya Call Management System (CMS) Release 19 without a turnkey server, for installation on one of their customer provided VMware vSphere systems.

The CMS Release 19 turnkey servers are provided by the Avaya Solutions Platform program, with the server fitting which profile?

- A. ASP 110
- B. ASP 100
- C. ASP 120
- D. ASP 130

Correct Answer: C

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**QUESTION 3**

Based on customer feedback, what was the top priority in 2019 for Contact Center organizations?

- A. To increase first contact resolution
- B. To increase agent retention
- C. To increase self-service usage
- D. To increase digital channel usage

Correct Answer: A

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**QUESTION 4**

A customer wants to avoid large upfront capital expenses for software licenses with capacities that may or may not be needed.

Which Avaya OneCloud™ ReadyNow offer is the foundation of a rate card model that includes hardware, software usage, installation, operation, and maintenance as a monthly recurring charge?

- A. Virtual Private Clouds
- B. Ready Now Solutions
- C. Contact Center Bundles
- D. Proof of Concept

Correct Answer: A

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**QUESTION 5**

A customer wants to use their Contact Center strategically, rather than just as a mechanism to field customer calls. Which three are Workforce Engagement optional add-ons? (Choose three.)

- A. Customer Feedback
- B. Speech/Voice Analytics
- C. Quality Monitoring
- D. Workforce Management
- E. Desktop and Process Analytics

Correct Answer: BCD

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