

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

Avaya Aura Call Center Elite & Elite Multichannel Solution Design

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**QUESTION 1**

A Call Management System (CMS) Release 19 goes to market per the Avaya Global Product Distribution policy. It is sold through direct and indirect channels. The channel strategy and sales model are not affected by this release.

Which three are CMS Release 19 deployment options with the flexibility to meet the needs of every customer? (Choose three.)

- A. Amazon Web Services
- B. Oracle Sun Blade 150
- C. CMS Virtual Appliance OVA (Customer-provided VMware vSphere Platforms)
- D. Oracle Fire V880/V890
- E. Avaya Solutions Platform Servers

Correct Answer: ACD

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**QUESTION 2**

During your discovery conversation with an existing Call Center Elite customer, they provided the following requirements:

1.

Increase in agents from 300 to 400

2.

Agent/Remote Workers 10% of agents

3.

Increase in CMS Supervisors from 30 to 40

4.

No increase in 900 Business Users

5.

Avaya IXTM Messaging (Customer Provided Server)

Which Design Scope would you select for this customer?

A. Core Suite Licenses: 1340-CCElite, CMS Agents one-X Agents: 400-CMS Supervisor License: 40 Remote Workers: 40-IXTM Messaging Users: 1340

B. Core Suite Licenses: 1300-CCElite, CMS Agents one-X Agents: 400-CMS Supervisor License: 30 Remote Workers: 30-IXTM Messaging Users: 1340

C. Core Suite Licenses: 1340-CCElite, CMS Agents one-X Agents: 400-CMS Supervisor License: 40 Remote Workers: 30-IXTM Messaging Users: 1340

D. Core Suite Licenses: 1300-CCElite, CMS Agents one-X Agents: 400-CMS Supervisor License: 40 Remote Workers: 30-IXTM Messaging Users: 1300

Correct Answer: D

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### QUESTION 3

From a migration standpoint, when implementing Avaya Oceana and Avaya Analytics™, what are three ways that Avaya preserves the customer's investment? (Choose three.)

- A. By using the benefit of Avaya IX™ Workforce Engagement
- B. By using the benefit of Call Center Elite
- C. By using the benefit of Avaya Call Management System
- D. By using the benefit of Avaya Proactive Contact
- E. By using the benefit of Avaya Aura Contact Center

Correct Answer: ABC

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### QUESTION 4

An Elite Multichannel (EMC) Release 6.6 Server enhancement is support for Real-time reporting for how many agents with unicast?

- A. 500
- B. 600
- C. 700
- D. 800

Correct Answer: A

[https://downloads.avaya.com/css/P8/documents/101056329#:~:text=EMC%206.6%20supp orts%20real%2Dtime%20reporting%20for%20500%20agents%20with%20unicast.](https://downloads.avaya.com/css/P8/documents/101056329#:~:text=EMC%206.6%20supp%20orts%20real%2Dtime%20reporting%20for%20500%20agents%20with%20unicast.)

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### QUESTION 5

A customer requires a backup AEP system maintained in a different geographical location, where a manual process will move the licenses from the primary to the backup site.

Which disaster recovery solution would you recommend to this customer using Enterprise Wide Licensing?

- A. Primary-Secondary
- B. Active-Active
- C. Active-Passive
- D. Primary-Backup

Correct Answer: A

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