



**Free Questions for 33820X by dumpssheet**

**Shared by Barker on 06-06-2022**

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## Question 1

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**Question Type:** MultipleChoice

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A new customer needs a solution that runs on their existing Avaya Aura Unified Communication (UC) platform, and provides basic and advanced call center features like Expert Agent Selection and Best Service Routing.

Based on these requirements, which solution would you recommend to the customer?

### Options:

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- A- Avaya Aura Elite Multichannel
- B- Avaya Aura Call Center Elite
- C- Avaya Intelligent Customer Routing
- D- Avaya Proactive Contact

### Answer:

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B

## Question 2

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**Question Type: MultipleChoice**

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You have designed a reference solution that includes the Avaya G450 Media, which is targeted for mid-to-large sized branch offices, medium sized standalone businesses, or small campus environments.

The robust TDM capabilities for scalability and deployment flexibility Includes 192 analog or digital (DCP) ports, up to 8 T1/E1s up to 10,000 Busy Hour Call Completions, and how much DSP channel capacity?

**Options:**

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**A-** 320

**B-** 160

**C-** 20

**D-** 80

**Answer:**

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A

**Explanation:**

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<https://www.trcnetworks.com/avaya-media-gateways-g250g350g430g450g650g860ig550/>

## Question 3

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**Question Type:** MultipleChoice

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You are designing a solution for a customer with Avaya IX Workforce Engagement and Avaya Contact Recorder (ACR) in their contact center.

When determining the number of DSP's required for agent recording in an all IP environment using DMCC Call Recording, what is the recommended ratio used?

### Options:

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- A- Number of agents X 5 = DSPs
- B- Number of agents X 4 = DSPs
- C- Number of agents X 3 = DSPs
- D- Number of agents X 2 = DSPs

### Answer:

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C

## Question 4

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**Question Type:** MultipleChoice

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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?

### Options:

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- A- Avaya SBCE Standard and Advanced Licenses
- B- Avaya SBCE Corporate and Standard Licenses
- C- Avaya SBCE Standard License
- D- Avaya SBCE Corporate License

### Answer:

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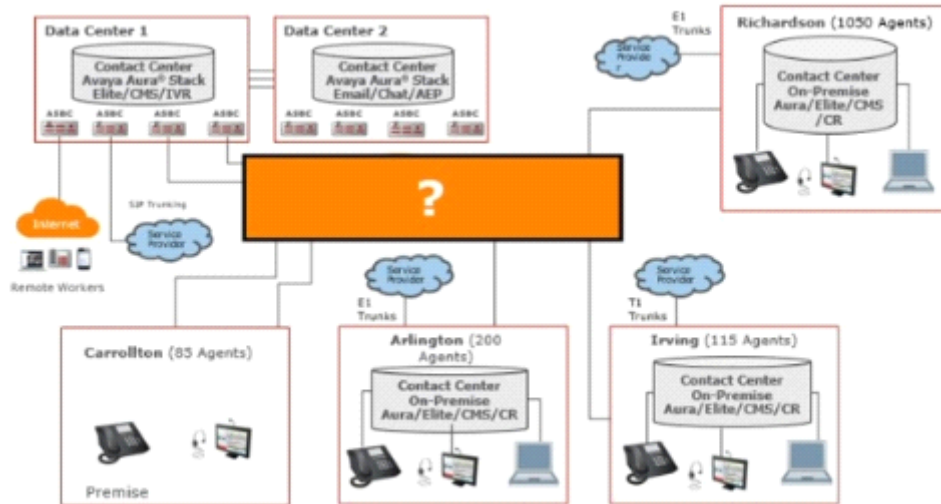
A

## Question 5

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**Question Type: MultipleChoice**

Refer to the exhibit.



This high-level diagram shows what a customer's infrastructure might look like with their migration to Avaya OneCloud ReadyNow.

With the information in the exhibit, which routing technique would you place in the box with the question mark, to provide connectivity for application support?

**Options:**

**A-** Multiprotocol TX Module (MTM)

- B- Multiprotocol Transmitter Module (MTM)
- C- Multiprotocol Label Switching (MPLS) SD-WAN
- D- Multiprotocol Ethernet (ME)

**Answer:**

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C

## Question 6

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**Question Type: MultipleChoice**

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

- \* Increase in agents from 300 to 400
- \* Agent/Remote Workers 10% of agents
- \* Increase in CMS Supervisors from 30 to 40
- \* No increase in 900 Business Users
- \* Avaya IX Messaging (Customer Provided Server)

Which Design Scope would you select for this customer?

### Options:

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

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

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

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

### Answer:

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A

## Question 7

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**Question Type:** MultipleChoice

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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?

**Options:**

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

**Answer:**

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C

## Question 8

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**Question Type: MultipleChoice**

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Avaya Elite Multichannel (EMC) is a Microsoft Windows-based software feature set.

Avaya Elite Multichannel R6.6 integrates with MS Dynamics 365 in which two use cases? (Choose two.)

### Options:

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- A- Avaya Elite Multichannel agent desktop (thick client) with Microsoft Dynamics web client
- B- Microsoft Dynamics (thin client) embedded with Avaya Elite Multichannel APIs (channel controls)
- C- Avaya Elite Multichannel agent desktop (thick client) and Microsoft Dynamics (thick client) embedded together on the agent desktop
- D- Microsoft Dynamics (thick client) embedded with Avaya Elite Multichannel APIs (channel controls)

### Answer:

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A, D

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