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 IX Contact Center bundles offer this feature? (Choose two.)

Options:

A- Reporting Bundle

B- Basic Bundle

C- Voice Bundle

D- Advanced Bundle

Answer:

B, D

Question 2

Which key Avaya Aura Call Center Elite Multichannel (EMC) component sends a signal to Avaya Enablement Services (AES) to pass the call control and call event Information to Elite Multichannel applications, such as the EMC Desktop?

Options:

A- XML Service

B- XML Application

C- XML Server

D- XML Client

Answer:

C

Explanation:

https://downloads.avaya.com/css/P8/documents/100175255

Question 3

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?

Options:

A- Advanced Call Vectoring

B- Expert Agent Selection

C- Best Service Routing

D- Business Advocate

Answer:

C

Question 4

With the pre-built Virtual Private Clouds (VPCs) of Avaya OneCloud ReadyNow, Avaya is providing a robust foundation for enterprise cloud deployments. Each VPC Is built as a dedicated software image of Avaya's market leading Contact Center solutions.

What Is the default VPC hardware and software configuration?

Options:

A- Dedicated hardware and shared software

B- Shared hardware and shared software

C- Shared hardware and dedicated software

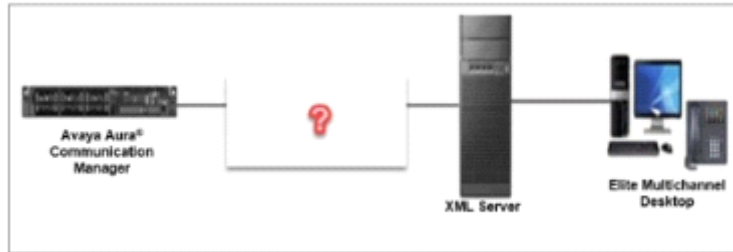**D-** Dedicated hardware and dedicated software

Answer:

C

Question 5

Refer to the exhibit.

In this example, the target market is enterprise contact centers and general enterprise telephony customers who are implementing CTI applications with Communications Manager.

Which open standards-based solution runs on a Linux server, is tightly integrated with a Communication Manager and Elite Multichannel solution, and is missing from this diagram?

Options:

A- Avaya Aura Session Manager

B- Avaya Aura Session Border Controller

C- Avaya Aura Application Enablement Services

D- Avaya Aura Media Server

Answer:

C

Question 6

Question Type: **MultipleChoice**

A customer requires a Call Center feature that will provide the following:

* A routing algorithm to manage agents, call volumes, service levels, and predict call wait time

* As agents become available, select the next contact based on defined business objectives to meet service levels across the enterprise.

To meet these requirements, which Call Center Elite feature would you recommend?

Options:

A- Advanced Call Vectoring

B- Business Advocate

C- Best Service Routing

D- Expert Agent Selection

Answer:

B

Question 7

Question Type: MultipleChoice

Avaya OneCloud - Public Delivery leverages Avaya UC and CC technology and solutions for a seamless transition to the cloud. Which two options are available with Avaya OneCloud - Public Delivery? (Choose two.)

Options:

A- IX Orchestration

B- IX Contact Center

C- IX Workforce Engagement

D- IX,H Workplace

Answer:

B, D

Question 8

The Cloud Operations team is dedicated to Avaya OneCloud ReadyNow, and handles the service performance MACDs, reporting, billing, ordering, etc., as Avaya grows the Avaya OneCloud"" ReadyNow global presence.

This team delivers best-in-class ITIL Customer Service aligned with the standard configurations enabled via which offer?

Options:

A- Proof of Concept

B- Contact Center Bundles

C- Virtual Private Clouds

D- Ready Now Solutions

Answer:

D

Question 9

With the pre-built Virtual Private Clouds (VPCs) of Avaya OneCloud ReadyNow, Avaya provides a robust foundation for enterprise cloud deployments. The complete solution requires elements provided by Avaya, a Partner, and/or the customer for a fully functional end-to-end solution.

Which two scenarios are supported In the Avaya OneCloud ReadyNow offer? (Choose two.)

Options:

A- MPLS VPN/Software Defined WAN Connectivity

B- CC Solutions with ACCS Connectivity

C- Analog Trunk Access Connectivity

D- PSTN Network Connectivity

Answer:

A, D

Question 10

Avaya enabled the automated installation of the Avaya OneCloud ReadyNow software. With each ReadyNow Solution, Avaya is delivering a pre-built golden image which includes the Avaya Virtual Machine applications or services.

Additionally, which program Is leveraged to automate the implementation of network, firewalls, and security container?

Options:

A- Avaya Update Manager

B- Capacity Planner

C- Avaya Maestro

D- vCenter Manager

Answer:

C

Question 11

Question Type: **MultipleChoice**

Which Cloud Delivery enables partners and customers to integrate a wide range of features, including SIP Trunking, global DID and 800 service, voice notification, messaging, and API workflows?

Options:

A- Private Delivery

B- Public Delivery

C- CPaaS Delivery

D- Hybrid

Answer:

C

Explanation:

https://www.ngcnetworks.co.uk/wp-content/uploads/2019/05/Avaya-OneCloud-Brochure.pdf

Question 12

Call Center Elite has the same deployment flexibility as Avaya Aura Communication Manager (CM). Which two are deployment options for Call Center Elite? (Choose two.)

Options:

A- Multiple Server - Multiple VMS

B- Multiple Servers with Single VMS

C- Cloud: Communication Manager with Call Center Elite on Amazon Web Services (AWS)

D- CM Server Separation

Answer:

C, D

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