



Free Questions for 33820X by vceexamstest

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Question 1

Question Type: MultipleChoice

Which three statements are true for the Avaya Aura Call Center Elite ordering process? (Choose three.)

Options:

- A- Call Center Elite requires CMS.
- B- Call Center Elite 8.0 goes to market per the Avaya Global Product Distribution policy.
- C- CC-Elite can be ordered as a standalone for a 3rd party PBX.
- D- It is sold through Direct and Indirect channels.
- E- Call Center Elite includes Business Advocate.

Answer:

B, D, E

Question 2

Question Type: MultipleChoice

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 ¹	Customer Provided VMware	IaaS AWS	IaaS IBM BlueMix		Software Only	IaaS Google	IaaS Azure
Communication Manager	√	with Pod FX	√	√	√	x	√	√	√

The exhibit contains the deployment options for Communication Manager.

What is the Virtual Appliance that Pod FX Is transitioning to?

Options:

- A- Avaya Server Platform (ASP)
- B- Avaya Application Server (AAS)
- C- Avaya Solutions Platform (ASP)
- D- Avaya Common Platform (ACP)

Answer:

C

Question 3

Question Type: MultipleChoice

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

Options:

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

Answer:

B, D, E

Question 4

Question Type: MultipleChoice

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?

Options:

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

Answer:

C

Question 5

Question Type: MultipleChoice

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

Options:

A- 500

B- 600

C- 700

D- 800

Answer:

A

Explanation:

<https://downloads.avaya.com/css/P8/documents/101056329#:~:text=EMC%206.6%20supports%20real%2Dtime%20reporting%20for%20500%20ag>

Question 6

Question Type: MultipleChoice

A customer wants an Avaya Elite Multichannel R6.6 solution with the following deployment options:

- * Single Server
- * Multiple Server - Single VMS
- * Multiple Server - Multiple VMS

In a Multiple Server - Single VMS Preferred Deployment option, which three are the part of the 3-server solution? (Choose three.)

Options:

- A- EMC-IDS
- B- EMC-CORE
- C- EMC-XML
- D- EMC-SQL-DB
- E- EMC-VMS

Answer:

A, B, D

Question 7

Question Type: MultipleChoice

Call Center Elite Release 8.x continues to support SIP end-to-end deployments, and is aimed at supporting Avaya Aura enhancements.

To support large capacity SIP call centers, what is the number of concurrently logged in ACD SIP agents supported in Call Center Elite Release 8.x?

Options:

A- 15,000

B- 10,000

C- 5000

D- 12,000

Answer:

B

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