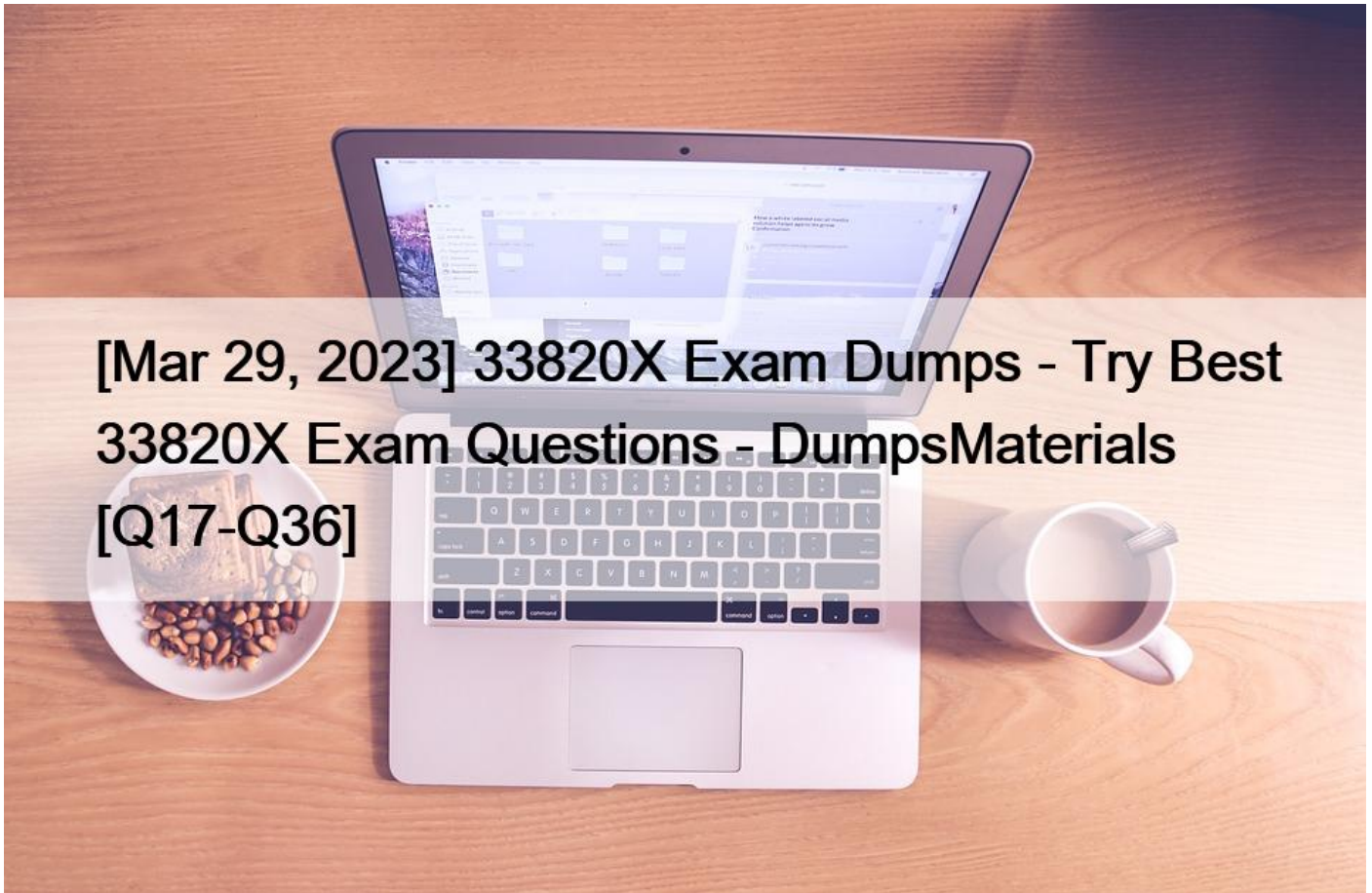


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NO.17 Avaya OneCloud – Private Delivery provides a single-tenant dedicated software instance designed for large enterprise customers requiring higher feature sets, more control, customization, and higher security options.

Which Private Delivery option uses pre-defined data centers with an automated reference architecture to deliver a standard set of UC and CC solutions?

- * Secure
- * ReadyNow
- * Custom
- * Enterprise

NO.18 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?

- * Avaya IX? Workforce Engagement
- * Avaya Intelligent Customer Routing
- * Avaya Call Management System
- * Avaya Aura® Elite Multichannel

NO.19 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.)

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

NO.20 The EMC Desktop loads plug-ins based on the settings in the EMC Desktop's configuration.

Which plug-in allows agents to monitor the telephone activity of other call center agents or staff members they work closely with, and adds the ability to see the work Item history of an agent?

- * EMC Plug-In
- * Supervisor Plug-In
- * Presence Plug-In
- * Agent Plug-in

NO.21 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?

- * Virtual Private Clouds
- * Ready Now Solutions
- * Contact Center Bundles
- * Proof of Concept

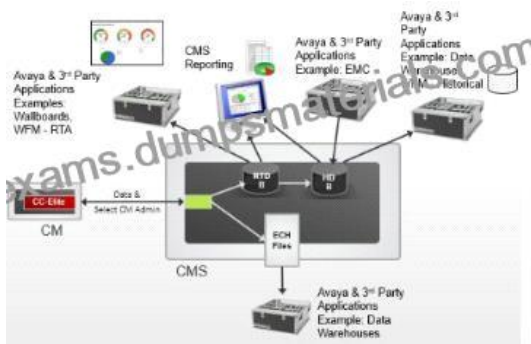
NO.22 A customer has inquired about Avaya Callback Assist (CBA) to learn about immediate and scheduled callbacks with Avaya Experience Portal. From a technical and administration standpoint, CBA supports which two environments? (Choose two.)

- * CTI
- * EC500
- * PRI
- * SIP

NO.23 Application Enablement Services (AES) protocols such as TSAPI, JTAPI, and DMCC, no longer need to be purchased separately with which licensing option?

- * Enablement Licensing (EL)
- * Application Specific Licensing (ASL)
- * Standard License (SL)
- * Advanced License (AL)

NO.24 Refer to the exhibit.



This exhibit shows an example of the Call Management System (CMS) and Call Center Elite architecture. A customer wants CMS so It can manage their separate business units, departments, or locations from a single reporting point.

How many Automatic Call Distribution (ACD) queues can a single CMS system report on?

- * 15
- * 10
- * 8
- * 5

NO.25 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?

- * Advanced Call Vectoring
- * Business Advocate
- * Best Service Routing
- * Expert Agent Selection

NO.26 Which two statements about the enhancements to Elite Multichannel Release 6.6 security are true? (Choose two.)

- * All connections to EMC 6.6 Servers use only TLS 1.2 to communicate.
- * Support for TLS 1.0 and 1.1 have been dropped from EMC 6.6.
- * Elite Multichannel 6.6 supports WebLM Release 6.x.
- * Elite Multichannel 6.6 uses SSLv3

NO.27 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.)

- * Multiple Server – Multiple VMS
- * Multiple Servers with Single VMS
- * Cloud: Communication Manager with Call Center Elite on Amazon Web Services (AWS)
- * CM Server Separation

NO.28 A customer wants a higher balance efficiency by leveraging their contact center as a strategic resource.

Using one platform and single-user interface, what are three functions that Avaya IX? Workforce Engagement unifies? (Choose three.)

- * Quality Monitoring
- * Enterprise Analytics
- * Customer Feedback
- * Expert Agent Selection
- * Workforce Management

NO.29 Avaya IX? Orchestration is a graphical development tool for creating applications that run on which three Avaya systems? (Choose three.)

- * Avaya Aura® Communication Manager
- * Avaya Aura® Contact Center
- * Avaya Experience Portal
- * Avaya Contact Center Select
- * Voice Portal

Reference:

<https://support.avaya.com/products/P0408/avaya-orchestration-designer#:~:text=Orchestration%20Designer%20is%20a%20fully,an&d%20Interactive%20Response%20software%20platforms>.

NO.30 Avaya Survey Assist is a multi-purpose application that allows you to easily create automated voice and SMS surveys. It supports full integration into the Avaya Experience Portal (AEP) and Proactive Outreach Manager (POM) for voice and SMS transactions.

Which two are current deployment options for Avaya Survey Assist? (Choose two.)

- * Upgradable Single Box
- * Cluster Mode
- * Geo-redundancy
- * Single Box

NO.31 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?

- * Proof of Concept
- * Contact Center Bundles
- * Virtual Private Clouds
- * Ready Now Solutions

NO.32 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?

- * Avaya Update Manager
- * Capacity Planner
- * Avaya Maestro
- * vCenter Manager

NO.33 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?

- * Advanced Call Vectoring
- * Expert Agent Selection
- * Best Service Routing
- * Business Advocate

NO.34 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?

- * Avaya SBCE Standard and Advanced Licenses
- * Avaya SBCE Corporate and Standard Licenses
- * Avaya SBCE Standard License
- * Avaya SBCE Corporate License

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