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**Exam : 33820X**

**Title : Avaya Aura Call Center Elite  
& Elite Multichannel Solution  
Design Exam**

**Version : DEMO**

1.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?

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

**Answer: A**

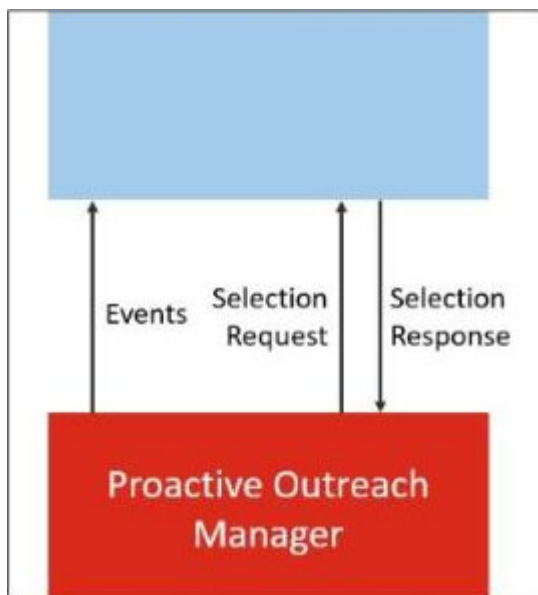
2.A Contact Center manager wants an application solution that will identify and determine the caller's intent through simple customer conversations using speech and self-service. They also want to serve themselves and eliminate geographic boundaries through true enterprise routing.

Which application solution will meet their requirements?

- A. Avaya Proactive Outreach Manager
- B. Avaya IX™ Workforce Engagement
- C. Avaya Intelligent Customer Routing
- D. Avaya Call Management System

**Answer: C**

3.Refer to the exhibit.



Based on the following features and functions:

- Able to choose the best agent available to handle an outbound contact
- Supports behavior-based past and predicted future behavior for customers and agents
- Supports data trending to determine patterns which is refreshed daily
- POM queries It at that moment In time when It decides on the agent handling a given call

Which application would you place in the blue box?

- A. Avaya Intelligent Customer Routing
- B. Workspaces for Elite with POM Integration

- C. Best Service Routing
- D. Afiniti Enterprise Behavioral Pairing

**Answer:** D

4. Avaya IX™ Orchestration is a graphical development tool for creating applications that run on which three Avaya systems? (Choose three.)

- A. Avaya Aura® Communication Manager
- B. Avaya Aura® Contact Center
- C. Avaya Experience Portal
- D. Avaya Contact Center Select
- E. Voice Portal

**Answer:** B,C,E

Explanation:

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

5. A customer wants to use the Avaya Aura® Media Server (AAMS) because of its advanced multimedia processing features.

Which three statements are true for the AAMS? (Choose three.)

- A. AAMS provides Communication Manager IP audio functionality.
- B. Pricing is differentiated, so customer will buy AAMS-enabled features unique to each adopter.
- C. AAMS is shareable between different adopters.
- D. AAMS provides virtualization, high channel density and no playback announcement limits.
- E. Experience Portal will use the AAMS as a media resource.

**Answer:** A,C,D