

Avaya Aura Call Center Elite & Elite Multichannel Solution Design Exam

Avaya 33820X

Version Demo

Total Demo Questions: 9

Total Premium Questions: 91

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Topic Break Down

Topic	No. of Questions
Topic 1, Avaya Aura® Call Center Elite Solution Design	55
Topic 2, Avaya Aura® Elite Multichannel Solution Design	32
Topic 3, Mix Questions	4
Total	91

QUESTION NO: 1

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. Avaya Aura® Interactive Response

ANSWER: B C E

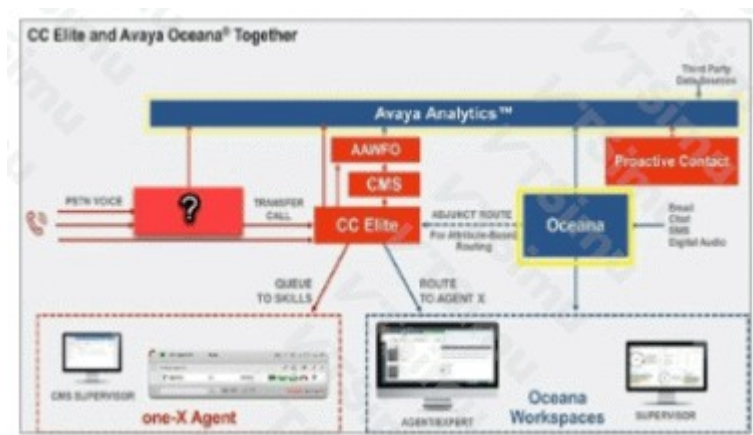
Explanation:

Avaya IX™ Orchestration Designer provides a graphical, model-driven environment for designing and deploying customer-interaction applications across Avaya contact-center and self-service platforms. **Avaya Aura® Contact Center** is a supported target because orchestration applications can provide workflow and customer-engagement logic in the contact-center environment. **Avaya Experience Portal** is supported because it hosts and executes self-service voice applications, including applications built through the Orchestration Designer development environment. **Avaya Aura® Interactive Response** is also a supported execution platform for these applications, delivering interactive voice-response capabilities in Avaya Aura deployments.

These three platforms are specifically identified by Avaya as the software platforms supported by Orchestration Designer. The key distinction is that Orchestration Designer is not merely a Communication Manager administration tool; it is an application-development tool whose resulting applications are deployed to the supported contact-center and interactive-response/self-service systems. Avaya's product information describes Orchestration Designer as a graphical development environment for applications running on Avaya Aura Contact Center, Avaya Aura Experience Portal, and Avaya Aura Interactive Response. See Avaya's [Orchestration Designer product page](#) and the [Avaya Support documentation portal](#) for product documentation and release-specific compatibility information.

QUESTION NO: 2

Refer to the exhibit.



The exhibit shows a basic Avaya Oceana® setup with Call Center Elite, showing a complete multi-touch solution with Call Center Elite serving customers via voice, and Oceana supporting email, chat, SMS, co-browsing and more.

In the box with the question mark (?), which Avaya Aura® component is required to complete this illustration?

- A. Avaya Aura® Application Enablement Services
- B. Avaya Aura® Communication Manager

C. Avaya Aura® Call Center Elite Multichannel

D. Avaya Experience Portal

ANSWER: D

Explanation:

Avaya Experience Portal is the required component because it supplies the self-service and voice-treatment layer that completes the voice side of an Avaya Oceana deployment integrated with Avaya Aura Call Center Elite. Call Center Elite provides the contact-center routing and agent-handling capabilities for voice interactions, while Oceana extends customer engagement to digital channels such as email, chat, SMS, and co-browsing. Experience Portal complements those functions by hosting and delivering voice applications, including interactive voice response and self-service applications, and by providing the media-processing capabilities needed for callers before, during, or in conjunction with routing to contact-center resources.

This role is particularly important in a complete multichannel architecture because voice remains a managed customer journey rather than simply a routed call. Experience Portal allows organizations to present prompts, collect customer input, invoke self-service workflows, and transfer the interaction into the Call Center Elite environment when agent assistance is required. Avaya describes Experience Portal as its platform for deploying and managing self-service applications, including voice self-service and contact-center integration. This is why it fills the missing architectural position in the illustrated Oceana and Call Center Elite solution. See Avaya's [Experience Portal product information](#) and the [Avaya Support documentation portal](#) for product documentation and deployment references.

QUESTION NO: 3

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

A. Enablement Licensing (EL)

B. Application Specific Licensing (ASL)

C. Standard License (SL)

D. Advanced License (AL)

ANSWER: C

Explanation:

Standard License (SL) is correct because this licensing model includes the core Application Enablement Services connectivity needed for common computer-telephony integration applications. TSAPI, JTAPI, and DMCC are AES interfaces that allow applications to monitor and control calls, integrate agents and endpoints with business software, and, where applicable, support device/media-control functions. Under Standard License entitlement, those protocol capabilities are bundled rather than requiring separate protocol-specific purchases. This simplifies solution design and ordering: the designer determines the required licensed user or endpoint capacity and confirms that the AES deployment, Communication Manager integration, and application use case are supported, instead of treating TSAPI, JTAPI, and DMCC as individually purchased protocol add-ons. The resulting entitlement enables standard CTI integrations while retaining the need to size and administer the platform in accordance with the applicable Avaya license terms and release documentation. Avaya's Application Enablement Services product documentation and support resources provide the authoritative release-specific information for interface support and licensing behavior: [Avaya Documentation Portal](#) and [Avaya Support](#).

QUESTION NO: 4

A customer wants to assign agents to multiple skills and route contacts according to the proficiency level that each agent has for a particular skill.

Which Avaya Aura® Call Center Elite feature supports this requirement?

- A. Expert Agent Selection
- B. Business Advocate
- C. Best Service Routing
- D. Call Prompting

ANSWER: A

Explanation:

Expert Agent Selection is correct because it extends ACD routing by associating an agent with one or more skills and allowing proficiency levels to be administered for those skills. When a contact is queued to a skill, Call Center Elite can use the agent's administered proficiency to help select the most appropriate available resource.

This capability is useful where agents have different levels of expertise, such as product specialists, multilingual agents, or support personnel with different certification levels. It allows a routing design to favor the most qualified available agent while retaining the flexibility to use other eligible resources when service conditions require it. Additional Call Center Elite documentation is available through the [Avaya Support portal](#).

QUESTION NO: 5

A customer is evaluating Avaya IX™ Workforce Engagement to improve staffing efficiency while maintaining customer-service objectives.

Which three functions are associated with Workforce Management? (Choose three.)

- A. Forecasting
- B. Scheduling
- C. Adherence management
- D. SIP routing policy administration
- E. Call vector programming

ANSWER: A B C

Explanation:

Forecasting, scheduling, and adherence management are core Workforce Management functions. Forecasting estimates future interaction demand and staffing requirements. Scheduling uses that forecast and business rules to create agent work schedules. Adherence management compares scheduled activities with actual agent activity so supervisors can manage intraday staffing performance.

These functions help contact centers align the available workforce with expected workload, while giving supervisors the information needed to respond to deviations during the day. Customer surveys and SIP-routing policy administration are separate capabilities and are not Workforce Management functions. Avaya Workforce Engagement information is available at [Avaya Workforce Engagement](#).

QUESTION NO: 6

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

- 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

Explanation:

Avaya Elite Multichannel Release 6.6 has a defined software-platform baseline that includes **MS Windows Server 2016** as the supported server operating system, **Microsoft.NET Framework R4.7.2** as the required Microsoft application runtime, and **MS SQL 2017** as the supported database platform. These components form the validated environment for deploying and operating the EMC 6.6 application and its associated services. The operating-system, runtime, and database requirements must be evaluated together during solution design, because EMC components depend on the approved Microsoft software stack for installation, service execution, database connectivity, security updates, and vendor supportability. Avaya publishes product documentation and release-specific deployment information through its documentation portal; designers should verify the applicable release documentation and any later service-pack or patch notes before implementation. Microsoft identifies .NET Framework 4.7.2 as a distinct framework release with its own installation and operating-system support requirements. See the [Avaya Documentation portal](#) and Microsoft's [.NET Framework 4.7.2 download and support information](#).

QUESTION NO: 7

Many organizations are seeking ways to lower the cost of application development, management, maintenance, and updates.

To become agile to changing business conditions and minimize the cost of updates, which fully featured graphical development environment for creating applications, and runs on Avaya Experience Portal, Is available for customers?

- A. Graphical Designer
- B. Call Vectoring
- C. Visual Designer
- D. Avaya IX™ Orchestration

ANSWER: D

Explanation:

Avaya IX™ Orchestration is the correct answer because it provides the graphical application-development capability used to create and maintain self-service customer applications for Avaya Experience Portal. It is designed to let developers model call flows and business processes visually, assemble reusable application components, integrate enterprise data and web services, and package applications for deployment on the Experience Portal platform. This graphical approach reduces the effort involved in coding, testing, modifying, and maintaining voice and digital self-service applications. It also supports faster response to changing business rules or customer-service requirements, since application logic can be updated in the design environment and redeployed rather than requiring a complete redevelopment effort. In Avaya materials, this capability is also associated with the Orchestration Designer naming used across Aura and IX product generations. Experience Portal supplies the runtime environment for these applications, while Avaya IX™ Orchestration supplies the development tools and orchestration features needed to build them. See Avaya's [Experience Portal product information](#) and the [Avaya Support documentation portal](#) for product documentation and release-specific naming.

QUESTION NO: 8

An Avaya Aura® Call Center Elite customer wants an application solution with the following requirements:

- Synchronizes with a deskphone to share the control of telephony and agent features
- Includes capabilities of integrated video and Instant messaging

- Increases collaboration
- Reduces agent talk time and facilitates first call resolution

To meet these requirements, which two applications would you recommend to be used in conjunction with Call Center Elite? (Choose two.)

- A. Agent Desktop Displays (ADD)
- B. Avaya one-X® Agent
- C. Agent Map
- D. Avaya Agent for Desktop (AAfD)

ANSWER: B D

Explanation:

Avaya one-X® Agent and **Avaya Agent for Desktop (AAfD)** are the appropriate complementary desktop applications for an Avaya Aura® Call Center Elite deployment. Avaya one-X® Agent provides a unified agent and supervisor interface that works with the agent's Avaya deskphone while presenting call-control and contact-center functions on the PC. Its unified-communications integration supports collaboration capabilities such as presence, instant messaging, and video, allowing an agent to locate and engage an appropriate expert while retaining efficient control of the customer interaction. This helps shorten the path to a knowledgeable resource and supports first-contact resolution.

Avaya Agent for Desktop (AAfD) supplies a browser-based agent desktop that integrates Call Center Elite contact handling with the agent's telephony controls and customer-service workflow. It gives agents a consolidated working environment for handling and managing interactions, helping reduce the time spent moving between separate applications or obtaining assistance. Used alongside the broader Avaya Aura communications environment, these desktop capabilities enable the requested deskphone synchronization and collaborative customer-service workflow. Avaya's contact-center portfolio information is available at [Avaya Contact Center](#), and official product documentation and downloads can be accessed through [Avaya Support](#).

QUESTION NO: 9

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?

- A. EMC Plug-In
- B. Supervisor Plug-In
- C. Presence Plug-In
- D. Agent Plug-in

ANSWER: C

Explanation:

Presence Plug-In is correct because it extends the Elite Multichannel Desktop with presence and colleague-status functionality. When configured by an administrator, the plug-in lets an agent view the telephony state of selected coworkers, such as whether a person is available, on a call, or otherwise occupied. This visibility is intended for agents and staff who work together closely and need current awareness of another person's telephone activity without relying on separate communication tools.

The same plug-in also provides access to an agent's work item history. This enables appropriately configured users to review the work items associated with a colleague, helping them understand ongoing customer interactions, provide coverage, and coordinate activity within a team. The feature is delivered through the desktop's plug-in framework, so its availability depends on the EMC Desktop configuration and the relevant permissions being assigned.

Avaya's product documentation portal provides the current documentation sets for Aura contact-center and desktop components, including administration and user guidance for configured desktop features: [Avaya Documentation](#). Product support documentation and downloads are available through [Avaya Support](#).