Latest Version: 6.0

Question: 1

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
C. Call Vectoring
C. Visual Designer
D. Avaya IX™ Orchestration

Answer: D

Question: 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: A

Question: 3

A customer has provided you with the following solution requirements:
• A 360-degree view of the customer journey across touch points and agent interactions
• Leverage the thin client Interface to reduce costs versus downloading and managing thick clients
• No modifications to the Call Center Elite infrastructure
• Enrich and personalize the customer experience by delivering relevant customer information from multiple sources
To enhance their call center solution, which application solution would you recommend to the customer?

A. Avaya IX™ Workforce Engagement
B. Avaya Call Management System
C. Avaya Workspaces® for Elite
D. Avaya Breeze®

Answer: C

Question: 4

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: BD

Question: 5

A Call Management System (CMS) Release 19 goes to market per the Avaya Global Product Distribution policy. It is sold through direct and indirect channels. The channel strategy and sales model are not affected by this release.
Which three are CMS Release 19 deployment options with the flexibility to meet the needs of every customer? (Choose three.)

A. Amazon Web Services
B. Oracle Sun Blade 150
C. CMS Virtual Appliance OVA (Customer-provided VMware vSphere Platforms)
D. Oracle Fire V880/V890
E. Avaya Solutions Platform Servers

Answer: ACD

Question: 6

Based on customer feedback, what was the top priority in 2019 for Contact Center organizations?

A. To increase first contact resolution
B. To increase agent retention
C. To increase self-service usage
D. To increase digital channel usage

Answer: A