



**Free Questions for 33820X by certscare**

**Shared by Maxwell on 24-05-2024**

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## Question 1

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### Question Type: MultipleChoice

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The Avaya Experience Portal (AEP) is licensed and offered on a per port basis. Which three statements are true for the AEP? (Choose three.)

#### Options:

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- A-** The MRCP connection is free of charge when speech is purchased through Avaya otherwise the customer pays to enable ASR/TTS capabilities.
- B-** In AEP 7.2.x, full ports cannot be bundled with speech.
- C-** The Media Resource Control Protocol connection is licensed per port and includes ASR and TTS.
- D-** In AEP 7.2.x, full ports may be bundled with speech.
- E-** The Media Resource Control Protocol connection is licensed per port, and separately for ASR and TTS.

#### Answer:

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A, D, E

## Question 2

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**Question Type: MultipleChoice**

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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.)

**Options:**

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- A- Quality Monitoring
- B- Enterprise Analytics
- C- Customer Feedback
- D- Expert Agent Selection
- E- Workforce Management

**Answer:**

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A, C, E

## Question 3

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**Question Type: MultipleChoice**

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Workspaces for Elite with POM Integration can Increase agent productivity by providing a unified desktop for agents to handle all inbound and outbound voice tasks, and which three types of calls? (Choose three.)

**Options:**

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A- Predictive

B- Progressive

C- Performance

D- Proficient

E- Preview

**Answer:**

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A, B, E

## Question 4

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**Question Type:** MultipleChoice

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A customer wants their callers to have greater control over their interactions when they reach their contact centers. They want their callers to be able to get a callback when the next agent is available, or schedule a callback for a day/time that is most convenient. Callers should also be able to continue to hold. Avaya Callback Assist (CBA) gives a customer control of their interaction with the contact center by providing the customer with the estimated wait time and options.

Avaya Callback Assist (CBA) can be installed in which three different environments based on these business requirements? (Choose three.)

**Options:**

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- A- Tl/EI
- B- Analog
- C- SIP
- D- AACC
- E- CTI

**Answer:**

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C, D, E

## Question 5

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**Question Type: MultipleChoice**

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A customer wants an Avaya Breeze Snap-in that allows business analysts, non-technical resources and developers the ability to write logical business process flows.

Which Avaya Breeze Snap-In would you recommend?

**Options:**

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- A- Engagement Designer Snap-In
- B- Context Store Snap-In
- C- Presence Snap-in D)
- D- Enhanced Call Control Snap-in

**Answer:**

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A

## Question 6

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**Question Type: MultipleChoice**

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

**Options:**

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- A- Enablement Licensing (EL)
- B- Application Specific Licensing (ASL)
- C- Standard License (SL)
- D- Advanced License (AL)

**Answer:**

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C

## Question 7

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**Question Type:** MultipleChoice

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A customer wants to use their Contact Center strategically, rather than just as a mechanism to field customer calls. Which three are Workforce Engagement optional add-ons? (Choose three.)

### Options:

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- A- Customer Feedback
- B- Speech/Voice Analytics
- C- Quality Monitoring
- D- Workforce Management
- E- Desktop and Process Analytics

### Answer:

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A, B, E

## Question 8

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### Question Type: MultipleChoice

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With Avaya Proactive Outreach Manager (POM) and Afinity Enterprise Behavioral Pairing, you can increase agent productivity by using Artificial Intelligence (AI) to choose the best agent available to handle an outbound contact, and support behavior-based past and predicted future behavior for a customer or agent.

Which application supports POM and Afinity Enterprise Behavioral Pairing?



**Options:**

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- A- Avaya Aura Call Center Elite
- B- Avaya Aura Session Manager
- C- Avaya Aura Call Center Elite Multichannel
- D- Avaya Intelligent Customer Routing

**Answer:**

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A

## Question 9

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**Question Type: MultipleChoice**

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Refer to the exhibit.

A customer wants Avaya Experience Portal as a software platform for supporting omnichannel automation applications, so they can create sophisticated voice and speech applications.

Which component shown in the exhibit is responsible for launching applications?

**Options:**

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A- IX Orchestration

B- Application Servers

C- Media Processing Platform

D- Experience Portal Manager

**Answer:**

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C

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