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問題集

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Exam : **3C00120A**

Title : APDS Customer Experience Manager Online Test (#3C00120A)

Version : V8.02

1.This solution is hosted Software as a Service or SaaS-dedicated Chat solution.
It provides both automated and live agent chat modes of operation with seamless escalation from automated to live. (Select one.)
A. Avaya One Touch Video
B. Avaya Automated Chat
C. Avaya Customer Connections Mobile
D. Avaya Call Back Assist
Answer: B
Explanation:
Reference: http://www.avaya.com/usa/product/customer-connections (see the first bulleted point on the page)

2.Which three statements best describe the business challenges that Avaya Aura® Contact Center can solve? (Select three.)
A. Provide a consistent, high quality customer experience
B. Voice channel is overloaded
C. Use agents for tasks customers could do themselves
D. High agent turnover due to low job satisfaction
Answer: B,C,D

3.Which Assisted Experience Management product or solution integrates seamlessly with Avaya Interaction Center? (Select one.)
A. Avaya Aura® Call Center Elite
B. Avaya Intelligent Customer Routing
C. Avaya Context Store
D. Avaya Aura® Contact Center
Answer: B
Explanation:
Reference: http://assets.devx.com/avaya/IC_7_1wSIP_Datasheet.pdf

4.HOTSPOT
Match each Interaction layer solution with one of its key features. (For each definition on the left, select the corresponding solution from the drop-down list on the right.)

Serves the mobile market, enabling users to serve themselves and/or to contact an agent when needed

--Select--
Avaya One Touch Video
Avaya Automated Chat
Avaya Customer Connections Mobile

Enables voice, voice/video, and collaboration sessions between agents, experts, or end-users

--Select--
Avaya One Touch Video
Avaya Automated Chat
Avaya Customer Connections Mobile

Provides both Automated and Live Agent chat modes of operation with escalation from automated to live

--Select--
Avaya One Touch Video
Avaya Automated Chat
Avaya Customer Connections Mobile

Answer:

Serves the mobile market, enabling users to serve themselves and/or to contact an agent when needed

--Select--
Avaya One Touch Video
Avaya Automated Chat
Avaya Customer Connections Mobile

Enables voice, voice/video, and collaboration sessions between agents, experts, or end-users

--Select--
Avaya One Touch Video
Avaya Automated Chat
Avaya Customer Connections Mobile

Provides both Automated and Live Agent chat modes of operation with escalation from automated to live

--Select--
Avaya One Touch Video
Avaya Automated Chat
Avaya Customer Connections Mobile

Explanation:

Reference: http://www.avaya.com/usa/documents/svc4488-1-avaya-customer-connections-brochure-f2.pdf

5.HOTSPOT

Match the Performance layer products, applications, or solutions on the right to their description on the left. (For each description on the left, select the corresponding solution from the drop-down list on the right.)

A robust reporting and analytics platform that combines sophisticated real-time and historical reporting with powerful data analytic tools.

--Select--
- Avaya IQ
- Avaya Operational Analyst
- Avaya Call Management System
- Avaya Aura® Workforce Optimization Suite

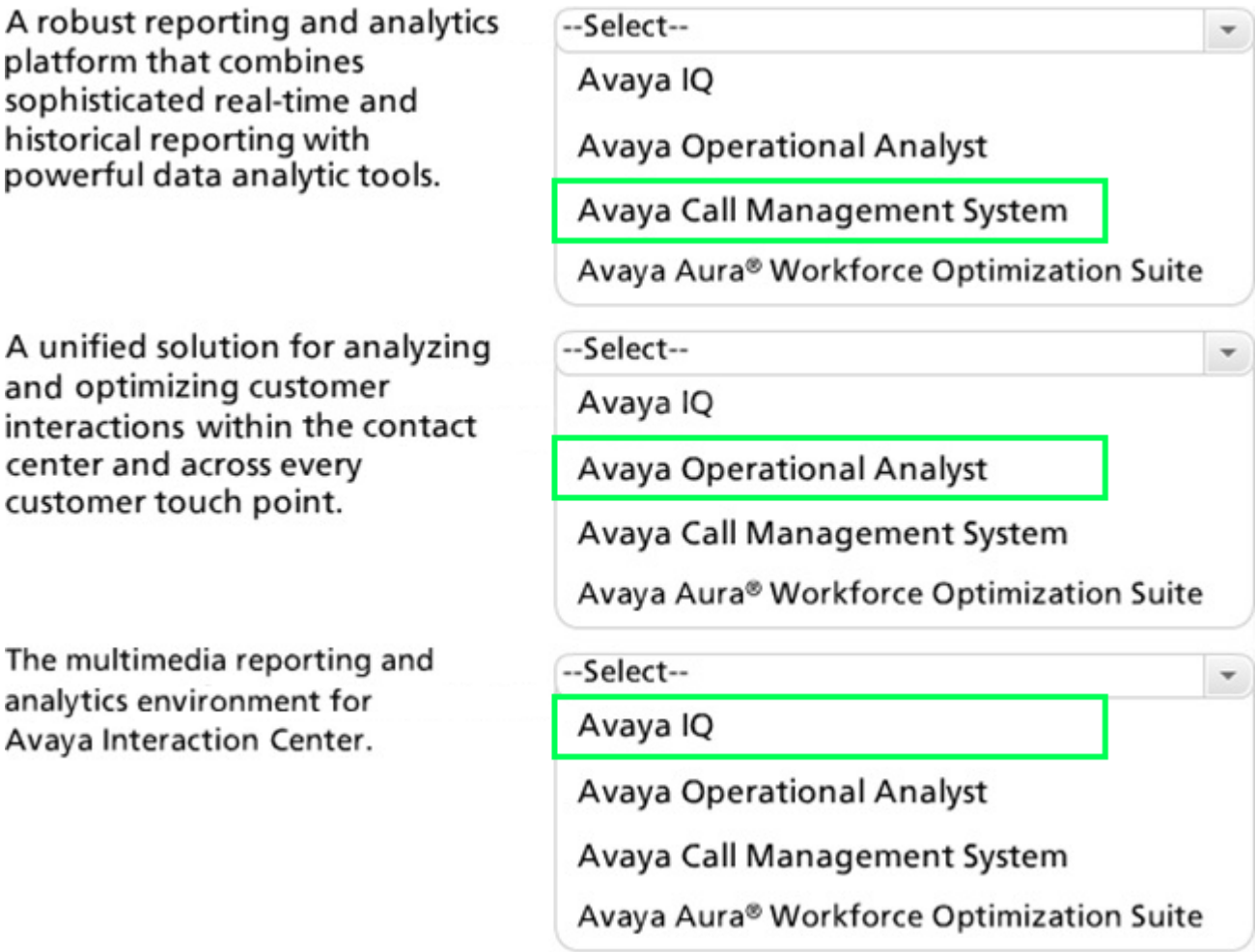
A unified solution for analyzing and optimizing customer interactions within the contact center and across every customer touch point.

--Select--
- Avaya IQ
- Avaya Operational Analyst
- Avaya Call Management System
- Avaya Aura® Workforce Optimization Suite

The multimedia reporting and analytics environment for Avaya Interaction Center.

--Select--
- Avaya IQ
- Avaya Operational Analyst
- Avaya Call Management System
- Avaya Aura® Workforce Optimization Suite

Answer:



Explanation:
Reference: http://www.unitysystems.com.au/docs/cc_apac_solution_brochure.pdf

6.Which of the following are products, applications, and solutions that reside within the Experience Layer of the CEM Framework? (Select four.)
A. Avaya Proactive Contact
B. Avaya Outbound Contact Express
C. Avaya Control Manager
D. Avaya Interaction Center
E. Avaya Proactive Outreach Manager
F. Avaya Aura® Orchestration Designer
Answer: A,B,D,E
Explanation:
Reference: https://avaya-learning.com/scormengine/ScormContentRoot/2C00070W_Avaya_Customer_Experience_Management_Overview/data/downloads/2c00070o%20cem%20overview%20student%20guide.pdf (page 34)

7.HOTSPOT
Match the Experience layer products, applications, or solutions on the right to their description on the left. (For each description on the left, select the corresponding product from the drop-down list on the right.)

An application that enables organizations to design and manage high performance automated notifications and outbound campaigns that reach out to customers via voice, email, or text.

--Select--
Avaya Proactive Contact
Avaya Proactive Outreach Manager
Avaya Outbound Contact Express

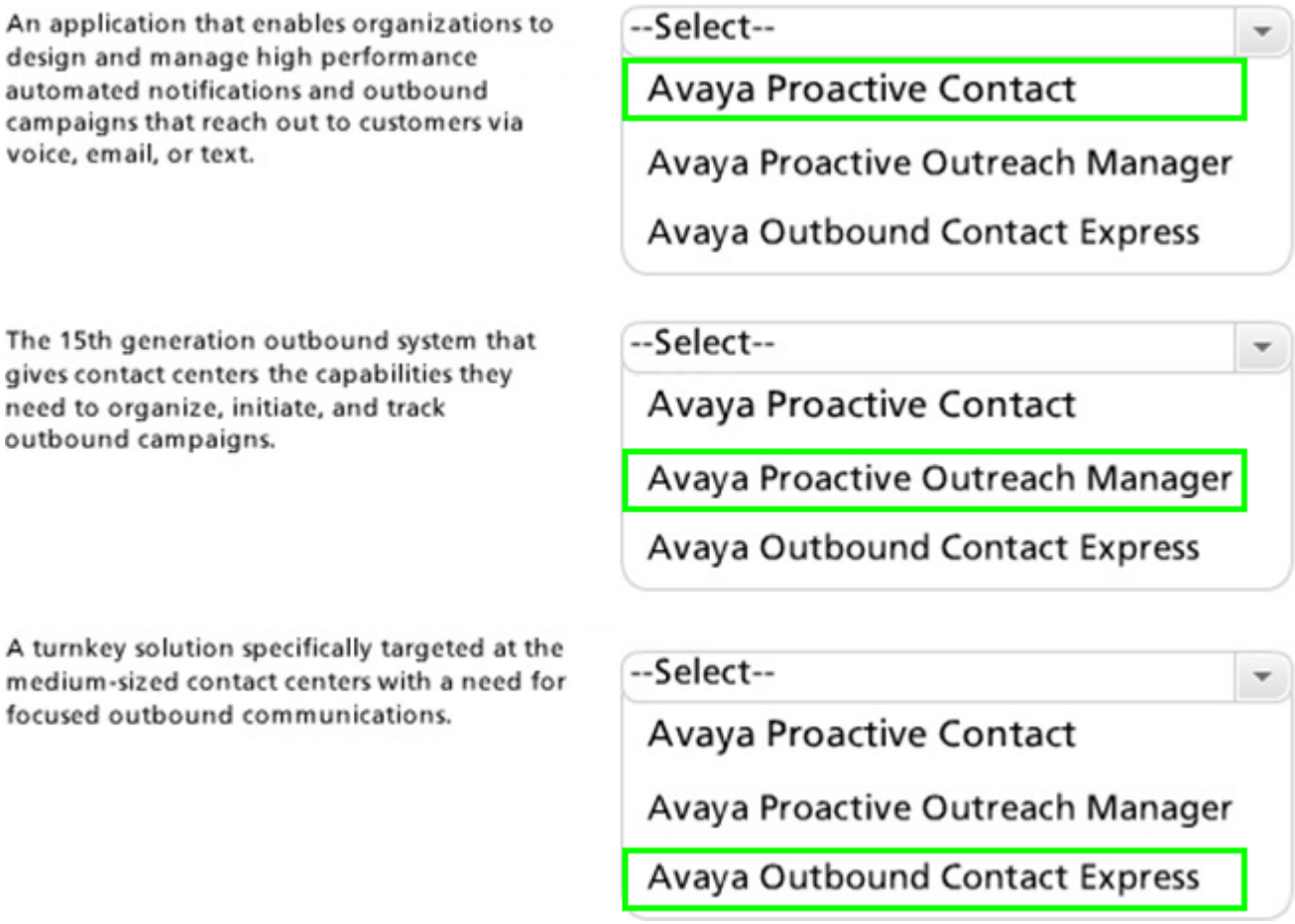
The 15th generation outbound system that gives contact centers the capabilities they need to organize, initiate, and track outbound campaigns.

--Select--
Avaya Proactive Contact
Avaya Proactive Outreach Manager
Avaya Outbound Contact Express

A turnkey solution specifically targeted at the medium-sized contact centers with a need for focused outbound communications.

--Select--
Avaya Proactive Contact
Avaya Proactive Outreach Manager
Avaya Outbound Contact Express

Answer:



Explanation:
Reference: https://avaya-learning.com/scormengine/ScormContentRoot/2C00070W_Avaya_Customer_Experience_Management_Overview/data/downloads/2c00070o%20cem%20overview%20student%20guide.pdf (page 34)

8.Which are three business challenges that Avaya Proactive Contact can solve? (Select three.)
A. Keep operational cost down
B. Keep existing customers
C. Cost effective ways to grow business, increase revenue
D. Voice channel is overloaded
Answer: A,B,C

9.HOTSPOT
Match the issue to the solution that Avaya Control Manager offers. (For each issue on the left, select the corresponding solution from the drop-down list on the right)

Too many administration tools to manage user permissions

--Select--

We provide a centralized administration platform that enables users to manage a variety of applications

We provide a simple to use drag-and-drop web-based graphical user Interface

We provide the ability to partition contact center administration so the business can assign products and agents to a location and provide cost center tracking

Tools and processes require special skills and personnel to complete administrative tasks

--Select--

We provide a centralized administration platform that enables users to manage a variety of applications

We provide a simple to use drag-and-drop web-based graphical user Interface

We provide the ability to partition contact center administration so the business can assign products and agents to a location and provide cost center tracking

Many contact center solutions don't allow multi-tenancy partitioning

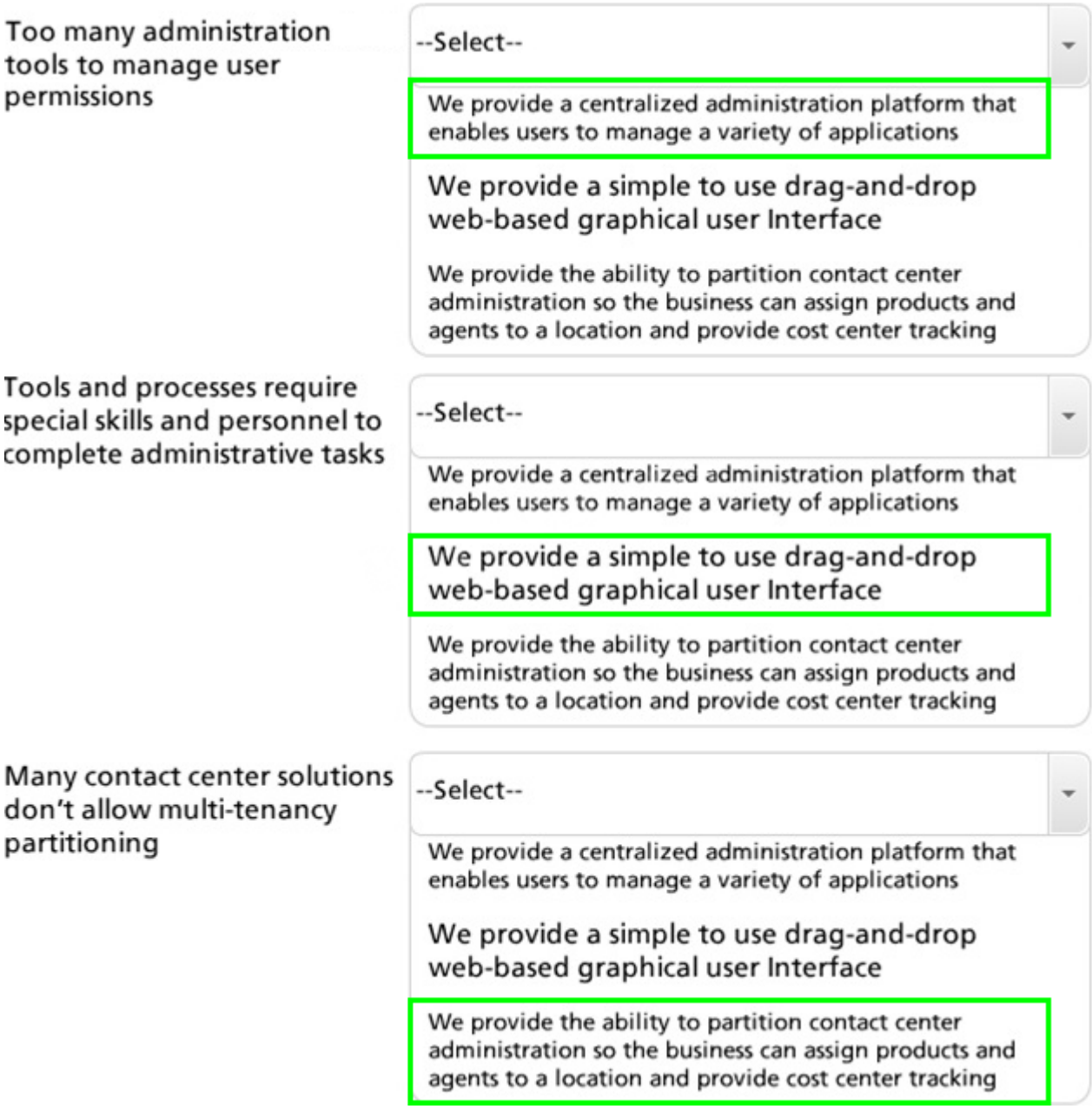
--Select--

We provide a centralized administration platform that enables users to manage a variety of applications

We provide a simple to use drag-and-drop web-based graphical user Interface

We provide the ability to partition contact center administration so the business can assign products and agents to a location and provide cost center tracking

Answer:



10.Which three statements best describe the business challenges that Avaya Media Processing Server (MPS) can solve? (Select three.)
A. Increasingly demanding customers
B. Outbound system complexity and reliability
C. Increase Return on Investment (ROI)
D. Cost control
Answer: A,B,C

11.Which definition applies to Avaya Aura® Orchestration Designer? (Select one.)
A. Cloud application that listens to the relevant social networks, collects items posted, then processes those items
B. An application which provides a visual, graphical design tool for developing service

C. A real-time and historical reporting application for Contact Center Environments
D. A centralized administration solution for managing the key Avaya Contact Center and Unified Communication products in a solution
Answer: B

12.Which are Avaya Call Management System (CMS) deployment options? (Select four.)
A. Dell 620 server for the mid range capacity option
B. Dell 720 server for Enterprise capacity option
C. Virtual (OVA on VMWare) Mid or high capacity configuration
D. Dell 620 server for the low range capacity option
E. HP NB56000c-cg server for Enterprise capacity option
Answer: A,B,C,D

13.Which Proactive product or solution must have RT_Socket installed for skill-based pacing for campaigns? (Select one.)
A. Avaya Proactive Outreach Manager
B. Avaya Proactive Contact
C. Avaya Outbound Contact Express
Answer: A

14.HOTSPOT
Match the Assisted Experience Management product or solution on the right to the appropriate component on the left. (For each description on the left, select the corresponding product from the drop-down list on the right.)

Avaya Media Server

--Select--
- Avaya Aura® Contact Center
- Avaya Context Store
- Avaya Intelligent Customer Routing
- Avaya Interaction Center

Avaya Aura® Session Manager

--Select--
- Avaya Aura® Contact Center
- Avaya Context Store
- Avaya Intelligent Customer Routing
- Avaya Interaction Center

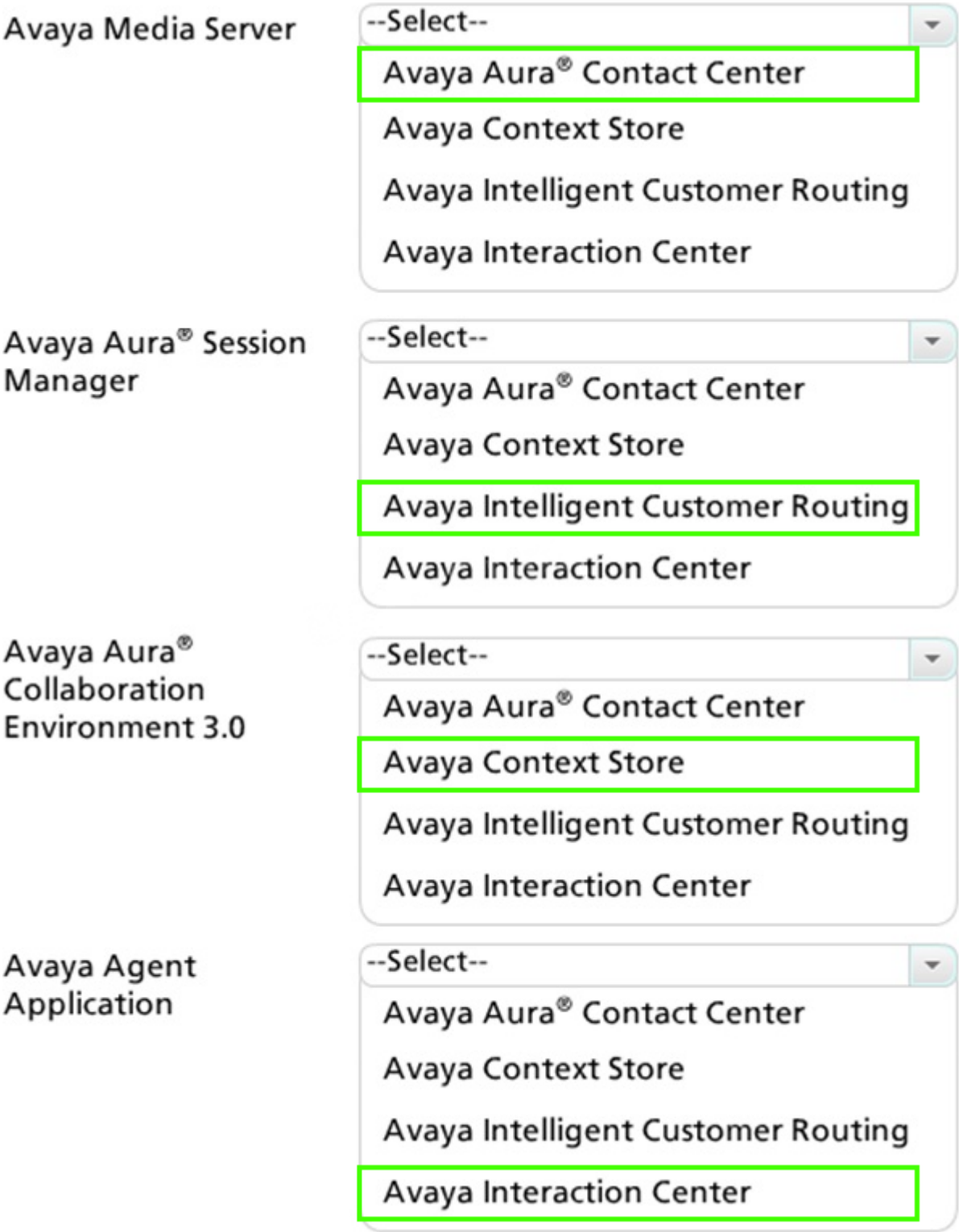
Avaya Aura® Collaboration Environment 3.0

--Select--
- Avaya Aura® Contact Center
- Avaya Context Store
- Avaya Intelligent Customer Routing
- Avaya Interaction Center

Avaya Agent Application

--Select--
- Avaya Aura® Contact Center
- Avaya Context Store
- Avaya Intelligent Customer Routing
- Avaya Interaction Center

Answer:



15.Which of the Avaya Media Processing Server hardware options is quoted in the Enterprise Configurator tool? (Select one.)

A. Media Processing Server 500

B. Media Processing Server 1000

C. Media Processing Server 1500

Answer: B