

# **Avaya**

### **3C00120A Exam**

Avaya Customer Experience Management (CEM) APDS Online Test

Thank you for Downloading 3C00120A exam PDF Demo

You can Buy Latest 3C00120A Full Version Download

https://www.certkillers.net/Exam/3C00120A

https://www.certkillers.net

Question: 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 CallBack Assist
Answer: B
Explanation: Reference: http://www.avaya.com/usa/product/customer-connections (see the first bulleted point on the page)
Question: 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
Question: 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

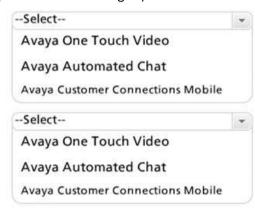
#### Question: 4

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

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

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

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

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

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

--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

#### **Question: 5**

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

**Answer:** 

#### 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
--Select--

The multimedia reporting and analytics environment for Avaya Interaction Center.

Avaya IQ

Avaya Operational Analyst

Avaya Call Management System

Avaya Aura® Workforce Optimization Suite

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.

Avaya Q

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

Explanation:

Reference:

http://www.unitysystems.com.au/docs/cc\_apac\_solution\_brochure.pdf

--Select--

Question: 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:

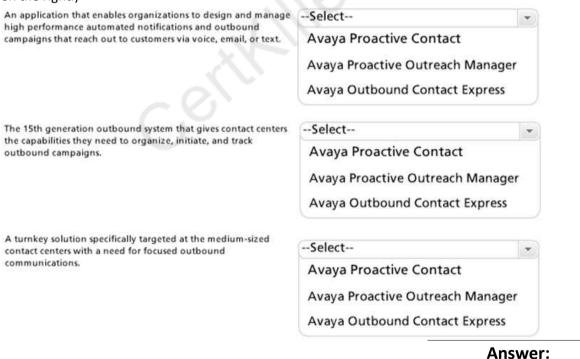
Reference:

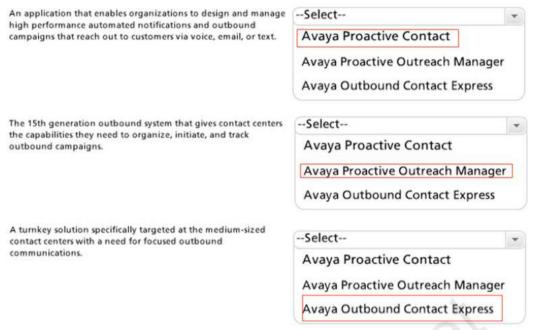
https://avaya-

learning.com/scormengine/ScormContentRoot/2C00070W\_Avaya\_Customer\_Experience\_Managem ent\_Overview/data/downloads/2c000700%20cem%20overview%20student%20guide.pdf (page 34)

#### Question: 7

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.)





Explanation:

Reference:

https://avaya-

learning.com/scormengine/ScormContentRoot/2C00070W\_Avaya\_Customer\_Experience\_Managem ent\_Overview/data/downloads/2c000700%20cem%20overview%20student%20guide.pdf (page 34)

#### **Question: 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

#### Question: 9

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 -- Select-to manage user permissions

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

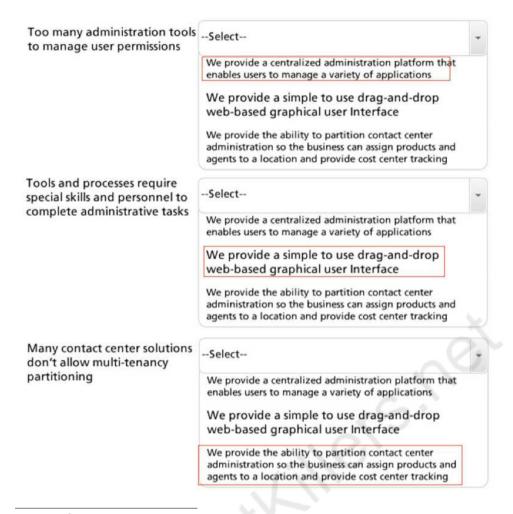
--Select--

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:** 



#### Question: 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

## Thank You for trying 3C00120A PDF Demo

To Buy Latest 3C00120A Full Version Download visit link below

https://www.certkillers.net/Exam/3C00120A

# Start Your 3C00120A Preparation

[Limited Time Offer] Use Coupon "CKNET" for Further discount on your purchase. Test your 3C00120A preparation with actual exam questions.