



Avaya

3M00030A Exam

Avaya Contact Center Select (ACCS) Avaya Professional Design Specialist (APDS) Online Test Exam

Thank you for Downloading 3M00030A exam PDF Demo

You can Buy Latest 3M00030A Full Version Download

<https://www.certkillers.net/Exam/3M00030A>

<https://www.certkillers.net>

Question: 1

Avaya Contact Center Solutions for IP Office including Avaya IP Office Contact Center and Avaya Contact Center Select are solutions optimized for IP Office software.

- A. True
- B. False

Answer: A

Question: 2

Match each product to its description. For each description on the left, select the corresponding product from the drop-down list on the right.

Enables businesses to proactively deliver outbound communications and relevant information in a timely fashion, in order to provide consistent, high value customer experiences and improve overall customer lifetime value or CLV.

--Select--
Avaya IP Office Contact Center
Avaya Outbound Contact Express
Avaya Contact Center Select

Is a full-featured solution that delivers simplicity and exceptional value for contact centers with up to 100 agents focused primarily on support.

--Select--
Avaya IP Office Contact Center
Avaya Outbound Contact Express
Avaya Contact Center Select

Is an enterprise-class solution that offers simplicity without compromise, for contact centers with 30 to 250 agents that address the entire customer lifecycle.

--Select--
Avaya IP Office Contact Center
Avaya Outbound Contact Express
Avaya Contact Center Select

Answer:

Enables businesses to proactively deliver outbound communications and relevant information in a timely fashion, in order to provide consistent, high value customer experiences and improve overall customer lifetime value or CLV.

--Select--
 Avaya IP Office Contact Center
 Avaya Outbound Contact Express
 Avaya Contact Center Select

Is a full-featured solution that delivers simplicity and exceptional value for contact centers with up to 100 agents focused primarily on support.

--Select--
 Avaya IP Office Contact Center
 Avaya Outbound Contact Express
 Avaya Contact Center Select

Is an enterprise-class solution that offers simplicity without compromise, for contact centers with 30 to 250 agents that address the entire customer lifecycle.

--Select--
 Avaya IP Office Contact Center
 Avaya Outbound Contact Express
 Avaya Contact Center Select

Explanation:

Enables business to proactively deliver outbound communication and relevant... - Avaya Outbound Contact Center Express

Is a full-featured solution that delivers simplicity and exceptional value... - Avaya Contact Center Express

Is a full enterprise-class solution that offers simplicity without compromise... - Avaya Contact Center Select

Question: 3

The Avaya Midmarket portfolio was created for midsize businesses because of which of the following reasons. (Select one.)

- A. Current offers in the Customer Experience Management (former Contact Center) space were too complex and too expensive for some midsize businesses.
- B. Current offers in the Customer Experience Management (former Contact Center) space had no blending of inbound, outbound, and multichannel workflows.
- C. Current offers in the Customer Experience Management (former Contact Center) space had full-featured multichannel solutions which were of no interest to midsize businesses.
- D. Current offers in the Customer Experience Management (former Contact Center) space had too few deployment options that midsize businesses were looking for.

Answer: A

Question: 4

Which is an IP Office-based Midmarket contact center solution? (Select one.)

- A. Avaya Aura® Call Center Elite for Midsize Enterprise
- B. Avaya Proactive Contact
- C. Avaya Outbound Contact Express
- D. Avaya Aura® Contact Center

Answer: B

Explanation:

Reference:

<http://www.avaya.com/usa/solutions/midmarket-business/>

Question: 5

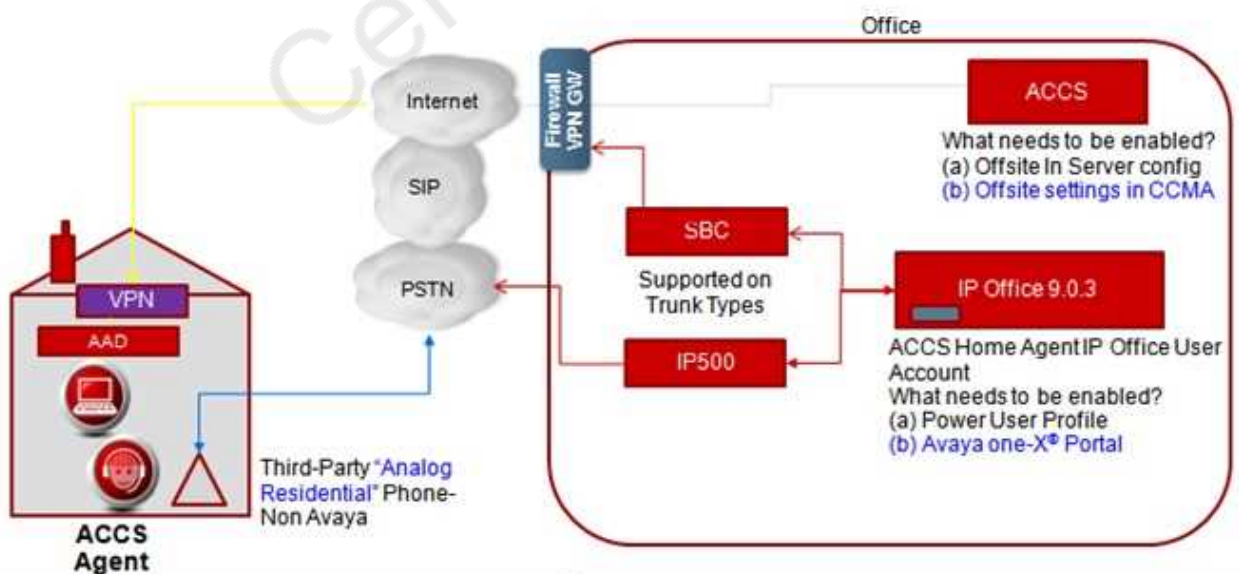
Identify the maximum number of configured agents for all channels on Avaya Contact Center Select. (Select one.)

- A. 100
- B. 500
- C. 1000
- D. 3,000

Answer: C

Question: 6

Avaya Contact Center Select (ACCS) supports Home Worker Agent (Telecommuter) scenarios. Which is the scenario depicted in the diagram shown here? (Select one.)



- A. Agent works from home using an Avaya "VPN" Phone as their audio device - Secure Solution
- B. Agent works from home using their "Non Avaya" Phone as their audio device

C. Agent works from home using an Avaya IP Office "SIP Softphone" as their audio device - Secure Solution

Answer: C

Question: 7

Which statements speak to the value of Avaya Contact Center Select? (Select two.)

- A. It is an enterprise-class solution that offers simplicity without compromise, for contact centers with 30 to 250 agents that address the entire customer lifecycle.
- B. It offers an optimized template proposal for the Midmarket which is scalable up to the enterprise market, and provides one investment stream across all market segments
- C. It is a full-featured solution that delivers simplicity and exceptional value for contact centers with up to 100 agents focused primarily on support.

Answer: B,C

Thank You for trying 3M00030A PDF Demo

To Buy Latest 3M00030A Full Version Download visit link below

<https://www.certkillers.net/Exam/3M00030A>

Start Your 3M00030A Preparation

[Limited Time Offer] Use Coupon “CKNET” for Further discount on your purchase. Test your 3M00030A preparation with actual exam questions.

<https://www.certkillers.net>