



Avaya

3C00120A Exam

Avaya Customer Experience Management (CEM) APDS Online Test

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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

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

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 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>

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

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:

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

--Select--
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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--
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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

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

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

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:

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.

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 Avaya Outbound Contact Express

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

Explanation:

Reference:

<https://avaya->

[learning.com/scormengine/ScormContentRoot/2C00070W_Avaya_Customer_Experience_Management_Overview/data/downloads/2c00070o%20cem%20overview%20student%20guide.pdf](https://avaya-learning.com/scormengine/ScormContentRoot/2C00070W_Avaya_Customer_Experience_Management_Overview/data/downloads/2c00070o%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 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
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- 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

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- 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:

Too many administration tools to manage user permissions

--Select--

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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

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--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

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

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