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Exam : **3C00120A**

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

Vendor : Avaya

Version : DEMO

NO.1 Avaya Business Advocate is an entitlement with which CEM Experience Layer product or solution? (Select one.)

- A. Avaya Aura@ Experience Portal
- B. Avaya Aura@ Contact Center
- C. Avaya Aura@ Call Center Elite
- D. Avaya Intelligent Customer Routing

Answer: C

NO.2 Which one of the Proactive products or solutions comes in two configurations, a hard dialer or a soft dialer? (Select one.)

- A. Avaya Outbound Contact Express
- B. Avaya Proactive Outreach Manager
- C. Avaya Proactive Contact

Answer: C

NO.3 What Avaya Professional Service for Avaya Control Manager fits this definition?

_____ provides customers with a specialized evaluation of the installation site and the network, including identifying any discrepancies that need to be rectified prior to implementation. Network assessments may be performed to determine if the customer's network can handle the \P solution. (Click and drag the correct option to the space below.)

- A. Solution Preparation
- B. Solution Design and Development
- C. Education and Knowledge Transfer
- D. Avaya Program Management

Answer: A

NO.4 Customer supplied servers for Avaya Aura@ Experience Portal require which operating system (OS)? (Select one.)

- A. Mac OS X Server
- B. Microsoft Windows 2008 Server
- C. Solaris 10
- D. Red Hat Enterprise Linux Server

Answer: D

NO.5 Avaya is bidding for a telecommunications project with the Government of India ("GOI") through one of its Partners. The GOI official who is in charge of the tender requests that the Partner arrange a site visit to Avaya premises to check out our facilities. This is part of the bidding process which authorizes the concerned department to undertake a capability study of all the bidders. The Partner and Avaya take the three (3) member GOI team on a tour of Avaya facilities and conduct a demo of our core offerings. At the end of the demo, Partner and Avaya serve refreshments i.e. tea/coffee and biscuits for the GOI team.

Have the Partner and Avaya conducted themselves in compliance with Avaya policy?

- A. No, because by hosting government officials, both the Partner and Avaya attempted to influence

the government to secure a favorable response bid response.

B. Yes, because there was nothing wrong with facilitating the above since it was arranged pursuant to a legitimate government process (of reviewing bidder capabilities).

Answer: B

NO.6 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:

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

Explanation:

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

Explanation:

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

NO.7 Which of the following applications/solutions in the Experience layer are supported by Avaya Control Manager? (Select three.)

- A. Avaya Proactive Contact
- B. Avaya one-X@ Agent
- C. Avaya Call Management System
- D. Avaya Aura@ Call Center Elite Multichannel
- E. Avaya Interaction Center

Answer: A,D,E

NO.8 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

Reference: <http://www.avaya.com/usa/product/customer-connections> (see the first bulleted point on the page)

NO.9 Which are customer value statements for ANAV? (Select three.)

- A. Improves end-user experience by offering a refreshed look and feel for exist Management System (CMS) customers.
- B. Enables the business to analyze recorded voice content to identify key words and phrases in audio recordings.
- C. Benefits customers that require Roles-based Access (RBAC) and the ability to partition data based on multiple tenants, or multiple business units sharing the same contact center
- D. Stack, typically required by Service Providers, hosted environments, and Ian customers with multiple sites/business units on shared contact center.

Answer: A,B,D

NO.10 Which product or solution is a required prerequisite for Avaya Aura@ Call Center Elite? (Select one.)

- A. Avaya Aura@ Contact Center
- B. Avaya Aura@ Call Center Elite Multichannel
- C. Avaya Aura@ Communication Manager
- D. Avaya Interaction Center

Answer: A