



# AVAYA 20320T

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**Avaya Administering AXP On-Prem (formerly Avaya Aura CC Elite)  
R8 Certification Questions & Answers**

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**Exam Summary – Syllabus – Questions**

**20320T**

**[Avaya AXP On-Prem \(formerly Avaya Aura CC Elite\) Administrator \(ASAC-0018\)](#)**

**40 Questions Exam – 70% Cut Score – Duration of 60 minutes**

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## Know Your 20320T Certification Well:

The 20320T is best suitable for candidates who want to gain knowledge in the Avaya Administrator and Developer. Before you start your 20320T preparation you may struggle to get all the crucial Administering AXP On-Prem (formerly Avaya Aura CC Elite) R8 materials like 20320T syllabus, sample questions, study guide.

But don't worry the 20320T PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all your queries like-

- What is in the 20320T syllabus?
- How many questions are there in the 20320T exam?
- Which Practice test would help me to pass the 20320T exam at the first attempt?

Passing the 20320T exam makes you Avaya AXP On-Prem (formerly Avaya Aura CC Elite) Administrator (ASAC-0018). Having the Administering AXP On-Prem (formerly Avaya Aura CC Elite) R8 certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

## Avaya 20320T Administering AXP On-Prem (formerly Avaya Aura CC Elite) R8 Certification Details:

<b>Exam Name</b>	Avaya Administering AXP On-Prem (formerly Avaya Aura CC Elite) R8
<b>Exam Code</b>	20320T
<b>Exam Price</b>	\$125 USD
<b>Duration</b>	60 minutes
<b>Number of Questions</b>	40
<b>Passing Score</b>	70%
<b>Exam Registration</b>	<a href="#">Avaya Learning Center</a> OR <a href="#">Pearson VUE</a>

<b>Sample Questions</b>	<a href="#">Avaya 20320T Sample Questions</a>
<b>Practice Exam</b>	<a href="#">Avaya AXP On-Prem (formerly Avaya Aura CC Elite) Administrator (ASAC-0018) Practice Test</a>

## 20320T Syllabus:

<b>Objectives</b>
Describe the features and capabilities
Identify how features are activated for AXP On-Prem (formerly Avaya Aura® CC Elite)
Describe dialing features including the dialing plan
Describe feature access codes and abbreviations on the dialing list
Describe the properties of hunt groups, splits, and skills for agents
Create multiple hunt groups with the features required for them to function correctly
Explain the options for distributing calls to the right agents
Describe how to add agent login IDs and stations
Describe the purpose and configuration of announcements
Describe call flows and call vectors and explain the purpose of basic vectoring commands
Discuss application of call vector in use cases and samples
Test and troubleshoot call vectors

## Avaya 20320T Sample Questions:

Question: 1

What are the prerequisites for activating new features in AXP On-Prem?

(Select two)

- a) Valid licenses for the features
- b) Adequate server hardware specifications
- c) Training for all users on new features
- d) Backup of the current system configuration

**Answer: a, b**

**Question: 2**

How do feature access codes enhance the functionality of hunt groups in Avaya AXP On-Prem?

- a) By facilitating the recording of hunt group calls
- b) By providing detailed reports on hunt group performance
- c) By enabling on-the-fly addition of members to the hunt group
- d) By allowing quick changes to hunt group settings

**Answer: c**

**Question: 3**

Which of the following are necessary features when setting up multiple hunt groups in Avaya AXP On-Prem? (Select two)

- a) Redundancy measures
- b) Uniform Call Distribution (UCD)
- c) Skills-based routing
- d) Night service

**Answer: b, c**

**Question: 4**

Which feature of Avaya Aura Call Center Elite R8 supports enhanced customer interaction?

- a) Automatic speech recognition
- b) Email routing
- c) Real-time language translation
- d) Skill-based call routing

**Answer: d**

**Question: 5**

How are emergency dialing features activated in AXP On-Prem?

- a) Automatically with initial system setup
- b) Through a dedicated emergency settings panel
- c) By configuring each handset individually
- d) Activation is not required; available by default

**Answer: b**

**Question: 6**

How can you ensure that changes made to a vector are effective without impacting live traffic?

- a) Implement changes during low traffic periods.
- b) Test changes in a development environment.
- c) Apply changes to all vectors simultaneously.
- d) Monitor changes in real-time during peak hours.

**Answer: b**

**Question: 7**

In which use case would a vector with skills-based routing be most effective?

- a) When calls need to be directed to agents speaking multiple languages
- b) When all agents have the same skill set
- c) When calls are straightforward and require minimal specialization
- d) When the call volume is consistently low

**Answer: a**

**Question: 8**

Which tool within the Avaya Experience Platform is typically used to add and configure new agent stations?

- a) System Manager
- b) Configuration Wizard
- c) Administrative Console
- d) User Management Interface

**Answer: c**

**Question: 9**

In the Avaya system, what must be configured simultaneously with agent login IDs for functionality?

- a) Agent skills and routing
- b) Call forwarding settings
- c) Security permissions
- d) Station extension mapping

**Answer: d**

**Question: 10**

What configuration allows for calls to be redirected to other teams if the initial team is unavailable in Avaya AXP On-Prem?

- a) Overflow Routing
- b) Conditional Routing
- c) Time of Day Routing
- d) Backup Routing

**Answer: a**

## Study Guide to Crack Avaya Administering AXP On-Prem (formerly Avaya Aura CC Elite) R8 20320T Exam:

- Getting details of the 20320T syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the 20320T exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
- Joining the Avaya provided training for 20320T exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the 20320T sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on 20320T practice tests is must. Continuous practice will make you an expert in all syllabus areas.

## Reliable Online Practice Test for 20320T Certification

Make NWExam.com your best friend during your Avaya Administering AXP On-Prem (formerly Avaya Aura CC Elite) R8 exam preparation. We provide authentic practice tests for the 20320T exam. Experts design these online practice tests, so we can offer you an exclusive experience of taking the actual 20320T exam. We guarantee you 100% success in your first exam attempt if you continue practicing regularly. Don't bother if you don't get 100% marks in initial practice exam attempts. Just utilize the result section to know your strengths and weaknesses and prepare according to that until you get 100% with our practice tests. Our evaluation makes you confident, and you can score high in the 20320T exam.

**Start Online practice of 20320T Exam by visiting URL**

**<https://www.nwexam.com/avaya/20320t-avaya-administering-axp-prem-formerly-avaya-aura-cc-elite-r8>**