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Vendor:Avaya

Exam Code:3312

Exam Name:Avaya Aura Contact Center
Administration Exam

Version:Demo

QUESTION 1

You must configure Avaya Aura Contact Center (AACC) to send skillset calls back to the queue when they are delivered to an available agent, but do not get answered by that agent.

Which AACC configuration option is used to accomplish this task?

- A. Formulas
- B. Call Presentation Classes
- C. Global Settings
- D. Threshold Classes

Correct Answer: B

QUESTION 2

You just installed a new Avaya Aura Contact Center (AACC) installation and you need to configure it to communicate to the Avaya Aura Media Server (AAMS).

Which configuration options do you need to configure to accomplish this?

- A. Media Servers and Routes
- B. Media Servers and Media Services and Routes
- C. Routes and Contact Types
- D. CDNs (Route Points) and Skillsets

Correct Answer: A

QUESTION 3

A customer with Avaya Aura Contact Center (AACC) wants to create a script using intrinsics. The script will be screened using the `\\QUEUED COUNT\\` intrinsic.

Which category of intrinsic is the `\\QUEUED COUNT"` intrinsic?

- A. Traffic
- B. Time
- C. Call

D. Skillset

Correct Answer: A

QUESTION 4

A customer with Avaya Aura Contact Center (AACC) Manager Server would like to view the differences between the data in the Local View and the data in the Contact Center View, and then resolve the differences so that both views contain the same data.

Which view enables this feature?

- A. the Synchronization View
- B. the Problems View
- C. the Comparison View
- D. the Editor View

Correct Answer: A

QUESTION 5

Some variables can have a list or range of values instead of only a single value. On creation of these global variables the class type set is selected. Which three variables types support this class type? (Choose three.)

- A. Skillset
- B. Music
- C. Agent Identification (Agent_ID)
- D. Day
- E. Integer

Correct Answer: ADE

QUESTION 6

A customer with Avaya Aura Contact Center (AACC) is creating an application flow using a Queue block. This block can be given a unique name to identify it on the flow-Under which tab on the Queue block would the name of the block be assigned?

- A. Transition

- B. Setup
- C. Processing
- D. Queue

Correct Answer: B

QUESTION 7

A customer with Avaya Aura Contact Center (AACC) has lost their administrator and therefore must create a Contact Center Management supervisor who can also log into the Contact Center Manager Administration (CCMA) as an administrative user, in the interim until the administrator can be replaced. The customer wants the supervisor definition to be linked to the Contact Center Manager Administrative User definition.

What needs to be done to link the supervisor definition to a web administrative user definition?

- A. In Contact Center Management, first create a new supervisor, and under CCMA Login Account Details, assign User Name and Password. Then in Access and Partition Management assign that supervisor a user type of Administrator.
- B. Create a new user in Access and Partition Management, and assign a password.
- C. Create a new user in Access and Partition Management, assign User Type Administrator, and assign a password.
- D. In Contact Center Management, create a new supervisor, and assign Administrator Voice URI.

Correct Answer: C

QUESTION 8

A customer with Avaya Aura Contact Center (AACC) has opened the Skillset View in the Contact Center Management component. Which task can be performed from this view?

- A. Create a new skillsets.
- B. Delete a supervisor.
- C. Add a skillset to a script.
- D. Schedule an Agent to Skillset assignment.

Correct Answer: A

QUESTION 9

A customer with on Avaya Aura Contact Center Is using the IF THEN ELSE END IF expression in the script.

Given the following section of script:

```
IF DNIS = SOOO THEN
```

```
QUEUE TO SKILLSET customer_service
```

```
WAIT 2
```

```
ELSF
```

```
QUEUE TO SKILLSET general_Info
```

```
WAIT 2
```

```
END IF
```

```
QUEUE TO SKILLSET backup_skillset WAIT 2
```

Which statement describes what will happen to a caller encountering this section of script?

- A. Callers with DNIS 5000 will queue to customer_service, all other callers will queue to general_info and backup__skillset.
- B. Callers with DNIS 5000 will queue to customer_service and backup_skillset and all other calls will queue to general_info.
- C. Callers with DNIS 5000 will queue to customer_servlce, all other calls will queue to backup_skillset.
- D. Callers with DNIS 5000 will queue to customer_service and backup_skillset, all other callers will queue to general_info and backup,,skillset.

Correct Answer: D

QUESTION 10

A customer with an Avaya Aura Contact Center (AACC) has been notified that due to bad weather the contact center will not be opening today. The customer would like to remotely implement an announcement to explain the reason for the unscheduled closure, and is going to use a Boolean variable to accomplish this.

Which two statements regarding a Boolean variable are true? (Choose two.)

- A. A Boolean variable is a variable of the type TRUE/FALSE.
- B. A Boolean variable is a variable of the type ON/OFF.
- C. A Boolean variable can be used on a Master Script, a Primary Script or a Secondary Script.
- D. A Boolean variable cannot be used in a loop.

Correct Answer: AC

QUESTION 11

Refer to the exhibit.

Access Class Name (2)	Select All
Sales	<input type="checkbox"/>
xx Total Access	<input checked="" type="checkbox"/>

According to the User Definition for Susan Gordon shown in the exhibit, which statement regarding her capabilities is correct?

- A. Susan can change her user name and password.
- B. Susan can bulk load data through the Configuration spreadsheets.
- C. Susan will have access to Real Time Reporting on her launchpad.
- D. Susan can add, delete, and edit Control Directory Numbers (CDN).

Correct Answer: C

QUESTION 12

A supervisor in an Avaya Aura Contact Center (AACC) SIP environment would like to play an announcement and collect digits from a caller using the following TFE command:

GIVE IVR WITH VXML TREATMENT voicexml

PARAMETERS

What is a valid input after the parameters command?

- A. Service URI

B. _c_play_and_collect

C. GIVE IVR WITH VXML TREATMENT

D. Numberofdigits

E. ASSIGN "please enter account number.wav"

Correct Answer: D