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Avaya Aura Contact Center Administration Exam

Avaya 3312

Version Demo

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QUESTION NO: 1

A customer with Avaya Aura® Contact Center (AACC) has a list of holidays that change on a yearly basis.

The holidays are defined as variables in a specific variable list. This list of variables is referenced on multiple applications. Once a year, an administrator updates the list with new holiday dates, which results in the applications recognizing the new dates.

Which category and type of variable will the administer modify in the variable table to accomplish this?

A. the global variable of the type Date

B. the call variable of the type Date

C. the wild call variable of the type Integer

D. a global or call variable of the type String

ANSWER: A

QUESTION NO: 2

You are building a new call flow that will use hold music, that is stored on the Avaya Aura® Media Server (AAMS), while calls are waiting in queue. You created your music folder on AAMS and uploaded the music files to the music folder in the AAMS server successfully.

What needs to be done in the Contact Center Manager Administration (CCMA) server to allow the music to be used in the new call flow?

A. Create a new music skillset.

B. Create a route with the name of the music content group on AAMS.

C. Create a new music Call Presentation Class.

D. Create a new music Control Directory Number (CDN).

ANSWER: B

QUESTION NO: 3

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

ANSWER: A

QUESTION NO: 4

A customer with Avaya Aura® Contact Center (AACC) would like to use expressions in their script.

When used in a script application, which three expressions require an accompanying END expression? (Choose three.)

A. SECTION

B. IF
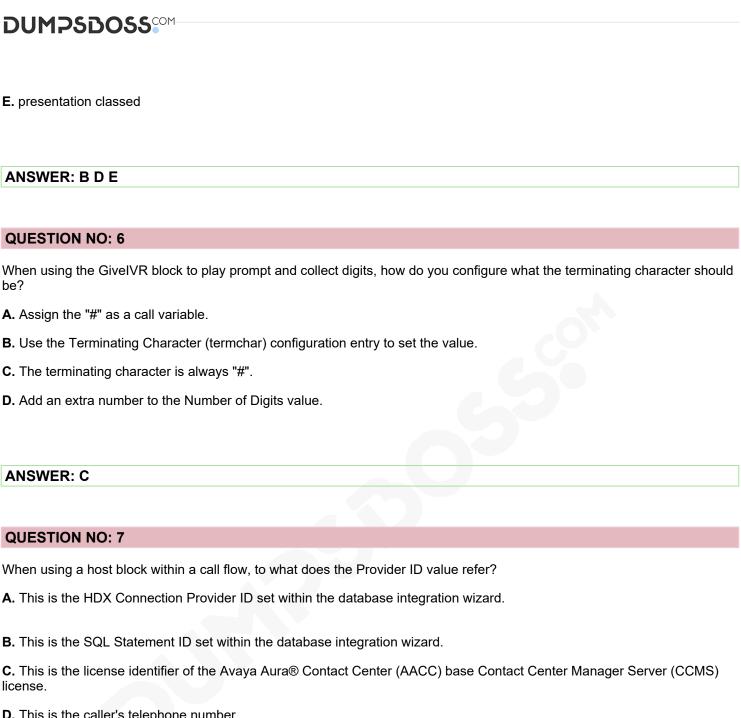
C. GIVE IVR

D. WHERE EQUALS

E. EVENT HANDLER

ANSWER: B D E

QUESTION NO: 5

A customer with Avaya Aura® Contact Center (AACC) would like to use the Configuration Tool spreadsheet to add resources to the Contact Center.

Which three tasks can be configured using this tool? (Choose three.)

A. assignments

B. skillsets

C. script variables

D. threshold classes

E. presentation classed

ANSWER: B D E

When using the GiveIVR block to play prompt and collect digits, how do you configure what the terminating character should be?

A. Assign the "#" as a call variable.

B. Use the Terminating Character (termchar) configuration entry to set the value.

C. The terminating character is always "#".

D. Add an extra number to the Number of Digits value.

ANSWER: C

When using a host block within a call flow, to what does the Provider ID value refer?

A. This is the HDX Connection Provider ID set within the database integration wizard.

B. This is the SQL Statement ID set within the database integration wizard.

C. This is the license identifier of the Avaya Aura® Contact Center (AACC) base Contact Center Manager Server (CCMS) license.

D. This is the caller's telephone number.

ANSWER: A

A customer with Avaya Aura® Contact Center (AACC) needs to create a new Contact Center Management agent.

Which three features can be assigned to a Contact Center Management agent? (Choose three.)

A. Skillsets.

B. Activity Code

C. Call Presentation Class

D. Control Directory Number (CDN)

E. Threshold Class

ANSWER: B C D

QUESTION NO: 9

A customer with Avaya Aura® Contact Center (AACC) Orchestration Designer wants to create an application flow that checks the following:

1. Verify that the skillset is in service.

2. Provide a recorded announcement if the skillset is not in service.

3. Queue to the skillset if the skillset is in service.

4. Provide a recorded announcement for a welcome message.

Which three flow blocks support these requirements? (Choose three.)

A. Wait

B. Queue

C. Output

D. Input

E. Logic

ANSWER: A B C

QUESTION NO: 10

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

ANSWER: A D E