QUESTIONS & ANSWERS

Kill your exam at first Attempt

KILL EXAMS

Avaya

3312

Avaya Aura Contact Center Administration Exam

QUESTION: 58
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.

Answer: A

QUESTION: 59
A customer wants to measure the system-wide Contact Center traffic, not just traffic on an individual skillset or application basis. Which category of intrinsic would provide this information?

A. Open Queue
B. Traffic
C. Call
D. Time

Answer: D

QUESTION: 60
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

Answer: A

QUESTION: 61
A customer with Avaya Aura® Contact Center (AACC) will use the Contact Router for all calls entering the system. What is one function of the Contact Router?

A. It can link intrinsics to applications.
B. It can link agents to applications.
C. It can link skillsets to applications.
D. It can link Control Directory Numbers (CDN) to applications.

Answer: C

QUESTION: 62
Which statement regarding scripts is true?

A. A primary script is the only place that call variables can be assigned.
B. A secondary script is the only place treatments can be applied to the call.
C. A primary script is referenced directly from the Master script, otherwise it is a secondary script.
D. Only a single secondary script allowed per application.

Answer: C

QUESTION: 63
A customer with Avaya Aura® Contact Center (AACC) has created a script application.
The customer would like to convert this script application into a now application.
Which statement regarding converting scripts is true?

A. Only an administrator logged in with webadmin credentials can perform the conversion.
B. The original script application must be in the Contact Center View.
C. The original script application must be in the Local View.
D. The conversion of a script to a flow results in two scripts, the original script version and the new flow version.

Answer: C

QUESTION: 64
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

QUESTION: 65
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.

Answer: A, C

QUESTION: 66
A customer with Avaya Aura® Contact Center (AACC) is attempting to add a new activity code to the system, but receives a system error stating that the maximum number of activity codes allowed has been exceeded. To determine the maximum number of allowed activity codes, under which option within the Configuration component would the customer look?

A. Global Settings
B. Threshold Classes
C. Real Time Statistics
D. Historical Statistics

Answer: D

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