

3312^{Q&As}

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QUESTION 1

A customer with Avaya Aura Contact Center wants to see in a report the percentage of calls being answered in the automotive skillset in 20 seconds or less. What would need to be programmed to obtain this data?

- A. Create an application threshold class, set the Level 1 %Service_Level_S Threshold to 20, the Level 2 %Service_Level_S threshold to 30, and assign the threshold class to the automotive ski 11 set.
- B. Create a skillset threshold class, set the Level 1 %Service_Level_S Threshold to 10, the Level 2 % Service_Level_S Threshold to 20 and assign the threshold class to the automotive skillset.
- C. Create an application threshold class, set the Level 1 Service Level Threshold to 20, and assign the threshold class to the automotive skillset.
- D. Create a skillset threshold class, set the Level 1 Service Level Threshold to 20, and assign the threshold class to the automotive skillset.

Correct Answer: D

QUESTION 2

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

QUESTION 3

A customer with Avaya Aura Contact Center has created a loop in a script application with the following parameters:

1. While the caller is in the loop, the customer wants an announcement to play every thirty seconds, and the queued

status of the call and the In-service status of the skillset must be evaluated

2.

If the call is not queued, and if the skillset is out of service, the call will be sent to an out of service announcement

3.

If the call is not queued and the skillset is in service. It must be re-queued.

What is the proper script syntax to accomplish this requirement?

A. Section wait_loop IF NOT QUEUED THEN IF OUT OF SERVICE SKILLSET automotive THEN GIVE RAN out_of_service_ran_gv DISCONNECT END IF END IF GIVE RAN agts_still_busy_ran_gv WAIT 30

EXECTUTE wait_loop

B. Section wait_loop IF NOT QUEUED THEN IF NOT OUT OF SERVICE automotive THEN QUEUE TO SKILLSET automotive WAIT 2 ELSE GIVE RAN out_of_service_ran_gv DISCONNECT END IF END IF GIVE RAN agts_still_bu5y_ran_gv WAIT 30 EXECTUTE wait_loop

C. Section wait_loop IF QUEUED AND IF OUT OF SERVICE automotive THEN GIVE RAN out_of_service_ran_gv DISCONNECT END IF END IF GIVE RAN agts_still_busy_ran_gv WAIT 30 EXECTUTE wait_loop

D. Section wait_loop IF NOT QUEUED AND IF NOT OUT OF SERVICE SKILLSET automotive THEN GIVE RAN out_of_service_ran_gv DISCONNECT END IF END IF GIVE RAN agts_still_ran_gv WAIT 30 EXECUE wait_loop

Correct Answer: B

QUESTION 4

A customer with Avaya Aura Contact Center (AACC) in a SIP environment has added an Avaya Media Aura Server (AAMS) to the Contact Center Management Administration (CCMA). What is the next step in the configuration of the AAMS?

- A. The AAMS must be rebooted.
- B. Skillsets must be associated to the AAMS.
- C. Services such as Announcements and Dialog must be associated to the AAMS.
- D. The AAMS must be referenced in Global Settings.

Correct Answer: C

QUESTION 5

A customer with Avaya Aura Contact Center (AACC) Orchestration Designer opens the Contact Router for the first time by right clicking the Master Script. Which options are available?

- A. Open/Open in Flow Editor

B. Open in text editor/Open in flow editor

C. Open application/Edit application

D. Open Edit/Open View

Correct Answer: A

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