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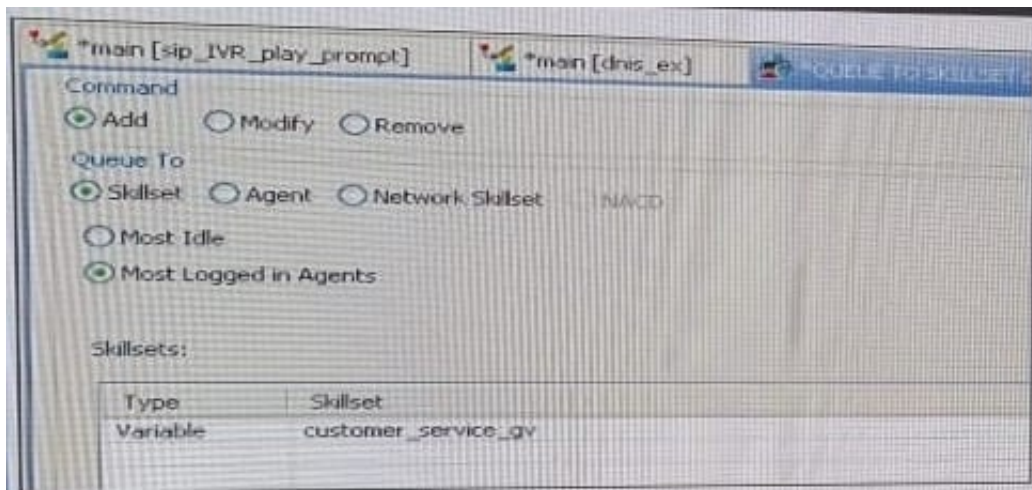
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QUESTION 1

When using the Configuration Tool, which user can upload or download data to and from the Contact Center Manager Server?

A. SYSMON

B. IUSR_SWC

C. iceAdmin

D. Administrator

Correct Answer: D

QUESTION 2

Refer to the exhibit.

The Queue block in the exhibit shows queuing to multiple skillsets as referenced in the Global variable, customer_service_gv. The administrator would like the calls to queue to the skillset with the most logged in agents. Using a Queue block, under which tab would the Most Logged in Agents be configured?

A. Logic

B. Processing

C. Queue

D. Setup

Correct Answer: A

QUESTION 3

The administrator has created a primary flow application that will point to a secondary flow application. From the block palette, which block is used to point one script to another?

A. Anchor Block

B. Logic Block

C. Reference Block

D. Anonymous Block

Correct Answer: D

QUESTION 4

A supervisor with Avaya Aura Contact Center (AACC) would like to create a custom Application Display. The data fields available fall into three categories: cumulative, fixed, and instantaneous.

What is an example of a fixed data field?

A. Service Level Threshold

B. Average Answered Delay

C. Application Name

D. Calls Waiting

Correct Answer: B

QUESTION 5

The CCMS Host Application Interface (HAI) Service provides database lookup and call data attachment service without using a Customer Developed Applicatior (CDA). What is used to configure this service?

A. Task Flow Executor (TFE)

B. Application Programming Interface (API)

C. Data Exchange Server (DX Server)

D. Database Integration Wizard (DIW)

Correct Answer: A

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