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QUESTION 1

From which area of the Avaya Agent Desktop can you copy the Customer CLID?

- A. Customer Basic Tab
- B. Customer Intrinsic Tab
- C. Customer Detail Tab
- D. Customer Contact Tab

Correct Answer: B

QUESTION 2

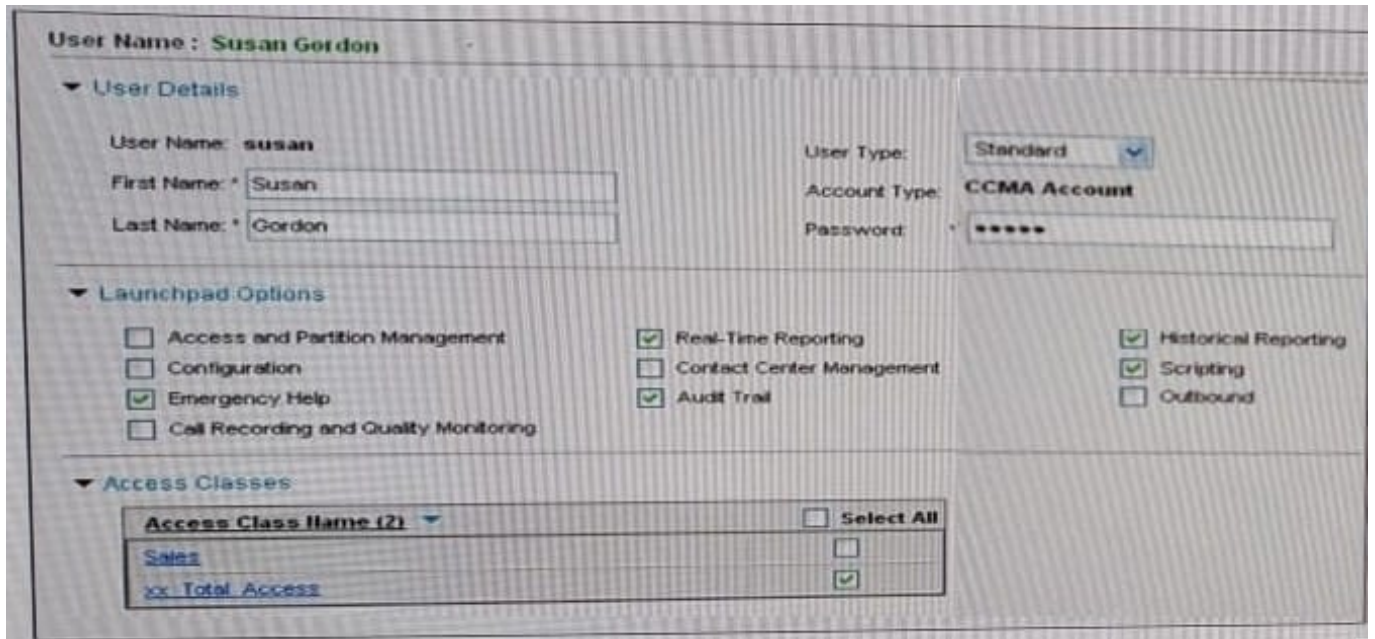
A customer with Avaya Aura Contact Center (AACC) needs to create a new Supervisor who will also be a Contact Center Manager Administration (CCMA) user. Which field on the supervisor definition page must be completed to simultaneously create a supervisor and a CCMA user?

- A. User type
- B. Login ID
- C. Create CCT Agent
- D. CCMA Login Account Details

Correct Answer: D

QUESTION 3

Refer to the exhibit.



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 4

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.

Correct Answer: C

QUESTION 5

Refer to the exhibit.

Routes			
	Name	Number	Threshold Class
	Default_Route	999	Route_Template
	xx_agents_busy	21	Route_Template
	xx_agts_still_busy	22	Route_Template
	xx_CallCenterClosed	23	Route_Template
	xx_CallsRecorded	24	Route_Template
	xx_YouEntered	25	Route_Template
	xx_pop	26	Route_Template
*			

The data in the exhibit are found in the Route Definition window under the Configuration component of Avaya Aura Contact Center (AACC) for a SIP-based Contact Center with an Avaya Aura Media Server. Which statement correctly describes how the Route Number field is used?

- A. The route number must match a route created in the telephone system.
- B. The route number must match a variable name in the Orchestration Designer.
- C. The route number must be defined in global settings before it can be referenced in Route Definition.
- D. The route number is used in scripting to reference a specific recording or music.

Correct Answer: C

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