

3312^{Q&As}

Avaya Aura Contact Center Administration Exam

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QUESTION 1

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

QUESTION 2

A customer with Avaya Aura Contact Center wants to create a script In the Local View. Which three statements are true regarding the Local View? (Choose three.)

- A. The Local View can be populated with Contact Center View data.
- B. Application Manager Data added to the Local View is automatically updated in the Contact Center View.
- C. The Local View can be launched as a stand-alone option from an executable on a user's machine.
- D. By default, when the Local View is initially opened it includes the same data as the Contact Center View.
- E. New applications created In the Local View may be added to the Contact Center View using the Synchronization View.

Correct Answer: ADE

QUESTION 3

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).

Correct Answer: B

QUESTION 4

Refer to the exhibit.

User Name : Susan Gordon

▼ User Details

User Name: susan
 First Name: * Susan
 Last Name: * Gordon

User Type: Standard
 Account Type: CCMA Account
 Password: *****

▼ Launchpad Options

Access and Partition Management
 Configuration
 Emergency Help
 Call Recording and Quality Monitoring

Real-Time Reporting
 Contact Center Management
 Audit Trail

Historical Reporting
 Scripting
 Outbound

▼ Access Classes

Access Class Name (2)	Select All
Sales	<input type="checkbox"/>
xx Total Access	<input checked="" type="checkbox"/>

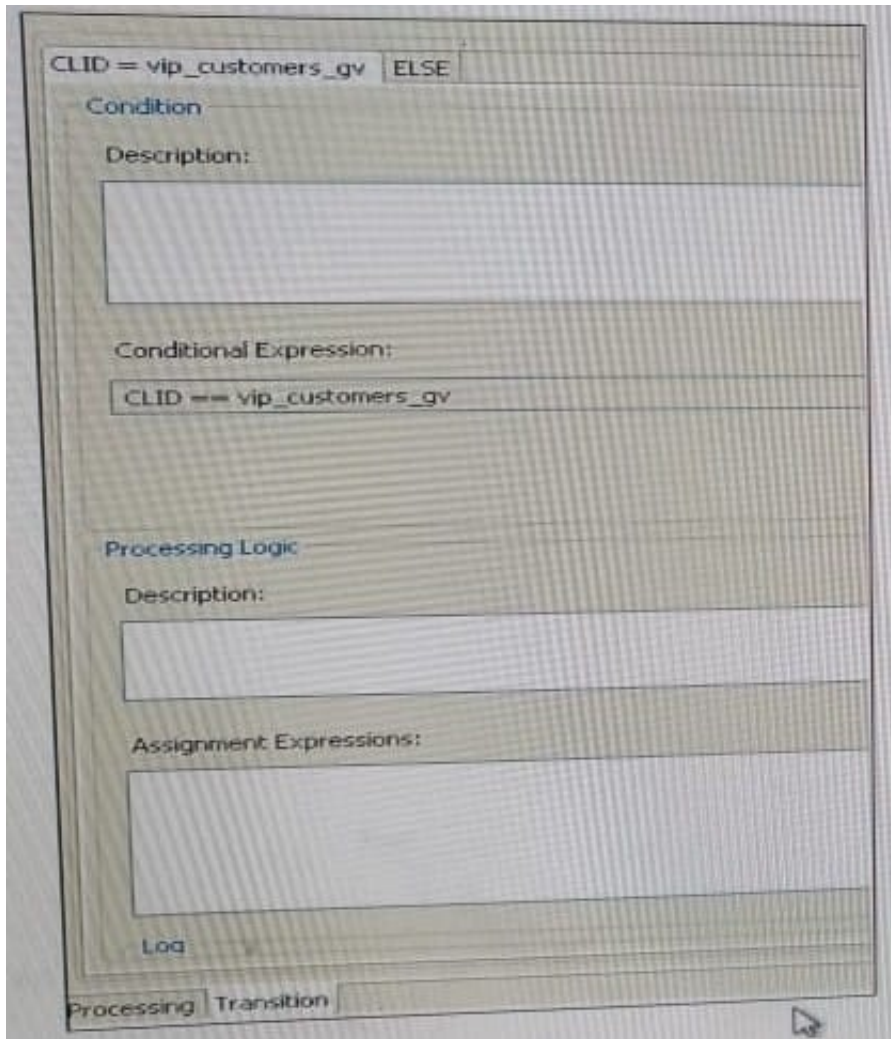
According to the User Definition for Susan Gordon shown in the exhibit, which statement regarding her capabilities is correct?

- 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 5

Refer to the exhibit.



The logic block in the exhibit references a CLID intrinsic vip_customers_gv.

Which type of intrinsic uses CLID data to determine routing?

- A. Call
- B. Skillset
- C. Time
- D. Traffic

Correct Answer: C

QUESTION 6

The CCMS Host Application Interface (HAI) Service provides database lookup and call data attachment service without using a Customer Developed Applicator (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

QUESTION 7

A customer with Avaya Aura Contact Center (AACC) has written a script application. The Problem View is showing a syntax error with the following area of script:

```
IF DAY OF WEEK EQUALS MONDAY..FR1DAY THEN
```

What is the correct syntax required for this application?

- A. IF DAYS OF WEEK EQUALS MONDAY..FRIDAY THEN
- B. IF DAY OF WEEK EQUAI S MON..FRI THEN
- C. IF DAY OF WEEK - MONDAY FRIDAY THEN
- D. IF DAY OF WEEK = MONDAY..FRIDAY THEN

Correct Answer: D

QUESTION 8

Which function does the Avaya Aura Media Server (AAMS) provide to the Avaya Aura Contact Center (AACC) in a SIP environment?

- A. It supports the Active Directory link to the Computer Telephony Integration (CTI) agent.
- B. It links the Communications Control Toolkit Server to the Contact Center Management Administration (CCMA).
- C. It supports the Avaya Agent Desktop.
- D. It anchors customer calls, announcements, and agent calls to the AAMS conference it created.

Correct Answer: A

QUESTION 9

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.

Correct Answer: C

QUESTION 10

Refer to the exhibit.

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

QUESTION 11

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

Correct Answer: BDE

QUESTION 12

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.

Correct Answer: A

QUESTION 13

A customer with Avaya Aura Contact Center (AACC) wants to assign five agents to a new skill set in the most efficient way possible.

How would the customer assign the agents to the skillset?

- A. Select all five agents from the Agents Details window, then drag and drop them to the new skillset.
- B. Assign the new skillset to those agent's partition.
- C. Use the skillset window from the skillset view to assign multiple agents.
- D. Use the skillset section in the Agent Details window to assign all the agents at the same time to the new skillset.

Correct Answer: B

QUESTION 14

A customer with Avaya Aura Contact Center (AACC) has created music treatments that include information about the

specific applications that callers might reach. The customer would like callers, who have been put on hold by an agent, to hear the music on hold treatments specific to the application in which they have been answered.

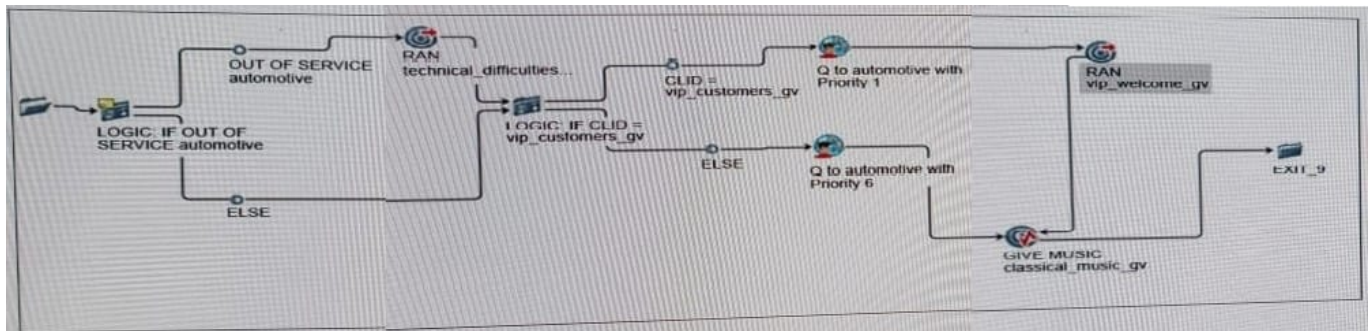
Which section of script would accomplish this?

- A. QUEUE TO SKILLSET automotive WAIT 2 GIVE RAN 15 GIVE MUSIC 20 EVENT HANDLER EVENT: CALL ON HOLD GIVE MUSIC 30 WAIT 60
- B. QUEUE TO SKILLSET automotive WAIT 2 GIVE RAN 15 IF EVENT = CALL ON HOLD THEN GIVE MUSIC 30 ELSE GIVE MUSIC 20 END IF WAIT 60
- C. EVENT HANDLER EVENT MUSIC ON HOLD GIVE MUSIC 30 END EVENT QUEUE TO SKILLSET automotive WAIT 2 GIVE RAN 15 GIVE MUSIC 20 WAIT 60
- D. EVENT HANDLER EVENT CALL ON HOLD GIVE MUSIC 30 END HANDLER QUEUE TO SKILLSET automotive WAIT 2 GIVE RAN 15 GIVE MUSIC 20 WAIT 60

Correct Answer: C

QUESTION 15

Refer to the exhibit.



The flow in the exhibit has been created in Avaya Aura Contact Center (AACC) Orchestration Designer Scripting. If the automotive skillset is out of service, the caller will hear a technical difficulties announcement, and then proceed to the Logic Block. After the technical difficulties announcement, the caller should be disconnected.

To provide a disconnect, to which block should the technical difficulties output block be connected?

- A. Finish Block
- B. Custom Block
- C. Treatment Block
- D. Anchor Block

Correct Answer: D

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