



# 3312<sup>Q&As</sup>

Avaya Aura Contact Center Administration Exam

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### QUESTION 1

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

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### QUESTION 2

You just installed a new Avaya Aura Contact Center (AACC) installation and you need to configure it to communicate to the Avaya Aura Media Server (AAMS).

Which configuration options do you need to configure to accomplish this?

- A. Media Servers and Routes
- B. Media Servers and Media Services and Routes
- C. Routes and Contact Types
- D. CDNs (Route Points) and Skillsets

Correct Answer: A

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### QUESTION 3

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

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#### QUESTION 4

A customer with an Avaya Aura Contact Center (AACC) would like to implement emergency routing in a flow application using the Locked Variable and Locked Assignment commands.

Which block is used to implement emergencies using locked variables and locked assignment commands?

A. Queue Block

B. Logic Block

C. Treatment Block

D. Anchor Block

Correct Answer: A

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#### QUESTION 5

A customer with Avaya Aura Contact Center (AACC) has a list of holidays that change on a yearly basis. The holidays are defined as variables in a specific variable list. This list of variables is referenced on multiple applications. Once a year, an administrator updates the list with new holiday dates, which results in the applications recognizing the new dates.

Which category and type of variable will the administrator modify in the variable table to accomplish this?

A. the global variable of the type Date

B. the call variable of the type Date

C. the wild call variable of the type Integer

D. a global or call variable of the type String

Correct Answer: A

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