



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

Avaya Aura Contact Center Administration Exam

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## QUESTION 1

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**

<input type="checkbox"/> Access and Partition Management	<input checked="" type="checkbox"/> Real-Time Reporting	<input checked="" type="checkbox"/> Historical Reporting
<input type="checkbox"/> Configuration	<input type="checkbox"/> Contact Center Management	<input checked="" type="checkbox"/> Scripting
<input checked="" type="checkbox"/> Emergency Help	<input checked="" type="checkbox"/> Audit Trail	<input type="checkbox"/> Outbound
<input type="checkbox"/> Call Recording and Quality Monitoring		

**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 2

When more than one agent is available to receive a call, the agent with the highest priority in the skillset will receive the call. If more than one agent has the highest priority, the customer would like the call to be presented to the agent who has been idle the longest since their last Automatic Call Distribution/Control Directory Number (ACD/CDN) call.

Where is this parameter configured?

- A. Real Time Statistics > Agent Statistics
- B. Historical Statistics > Parameters
- C. Skillset Definition > Call Age Preference
- D. Global Setting > Agent Order Preference



Correct Answer: D

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### QUESTION 3

A customer with Avaya Aura Contact Center (AACC) has five calls waiting in queue for the Customer Service Skillset. An agent becomes available to answer the calls. Which call will be presented to the agent?

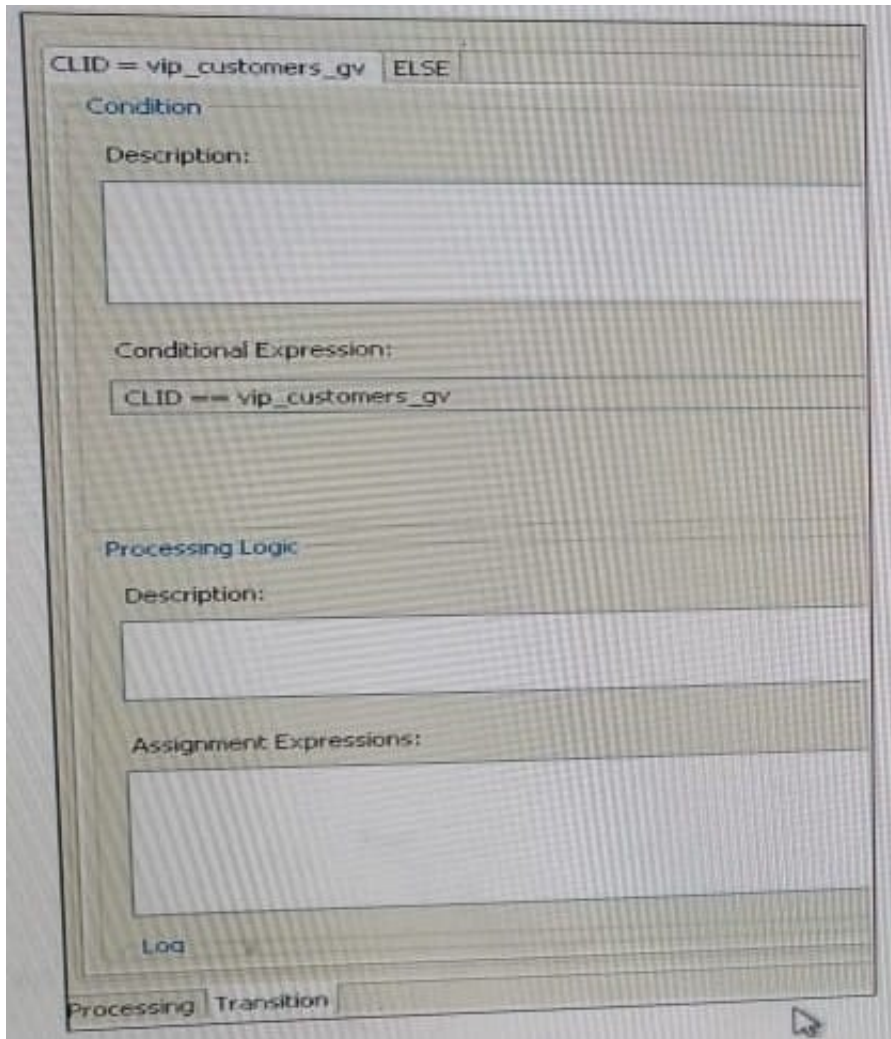
- A. the call that has been in the system the longest
- B. the call that has been in queue the longest
- C. the call with the highest priority in the script
- D. the call for which the agent has the highest priority

Correct Answer: A

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### QUESTION 4

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 5

A customer with Avaya Aura Contact Center (AACC) is creating an application flow using a Queue block. This block can be given a unique name to identify it on the flow-Under which tab on the Queue block would the name of the block be assigned?

- A. Transition



B. Setup

C. Processing

D. Queue

Correct Answer: B

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