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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

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 3

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 4

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 administer 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

QUESTION 5

Given the following namespace: mycustomer.com | en_us | ad_hoc_messages | music_on_hold | out_of_hours To enable in-queue announcements to be played, into which content group would the prompts be uploaded?

- A. out_of_hours
- B. music_on_hold
- C. ad_hoc_messages
- D. en_us

Correct Answer: D

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