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Avaya Aura Contact Center Administration Exam

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QUESTION 1

Which statement regarding scripts is true?

A. A primary script is the only place that call variables can be assigned.

B. A secondary script is the only place treatments can be applied to the call.

C. A primary script is referenced directly from the Master script, otherwise it is a secondary script.

D. Only a single secondary script allowed per application.

Correct Answer: C

QUESTION 2

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

A. Customer Basic Tab

B. Customer Intrinsics Tab

C. Customer Detail Tab

D. Customer Contact Tab

Correct Answer: B

QUESTION 3

A customer with an Avaya Aura Contact Center (AACC) has been notified that due to bad weather the contact center will not be opening today. The customer would like to remotely implement an announcement to explain the reason for the unscheduled closure, and is going to use a Boolean variable to accomplish this.

Which two statements regarding a Boolean variable are true? (Choose two.)

A. A Boolean variable is a variable of the type TRUE/FALSE.

B. A Boolean variable is a variable of the type ON/OFF.

C. A Boolean variable can be used on a Master Script, a Primary Script or a Secondary Script.
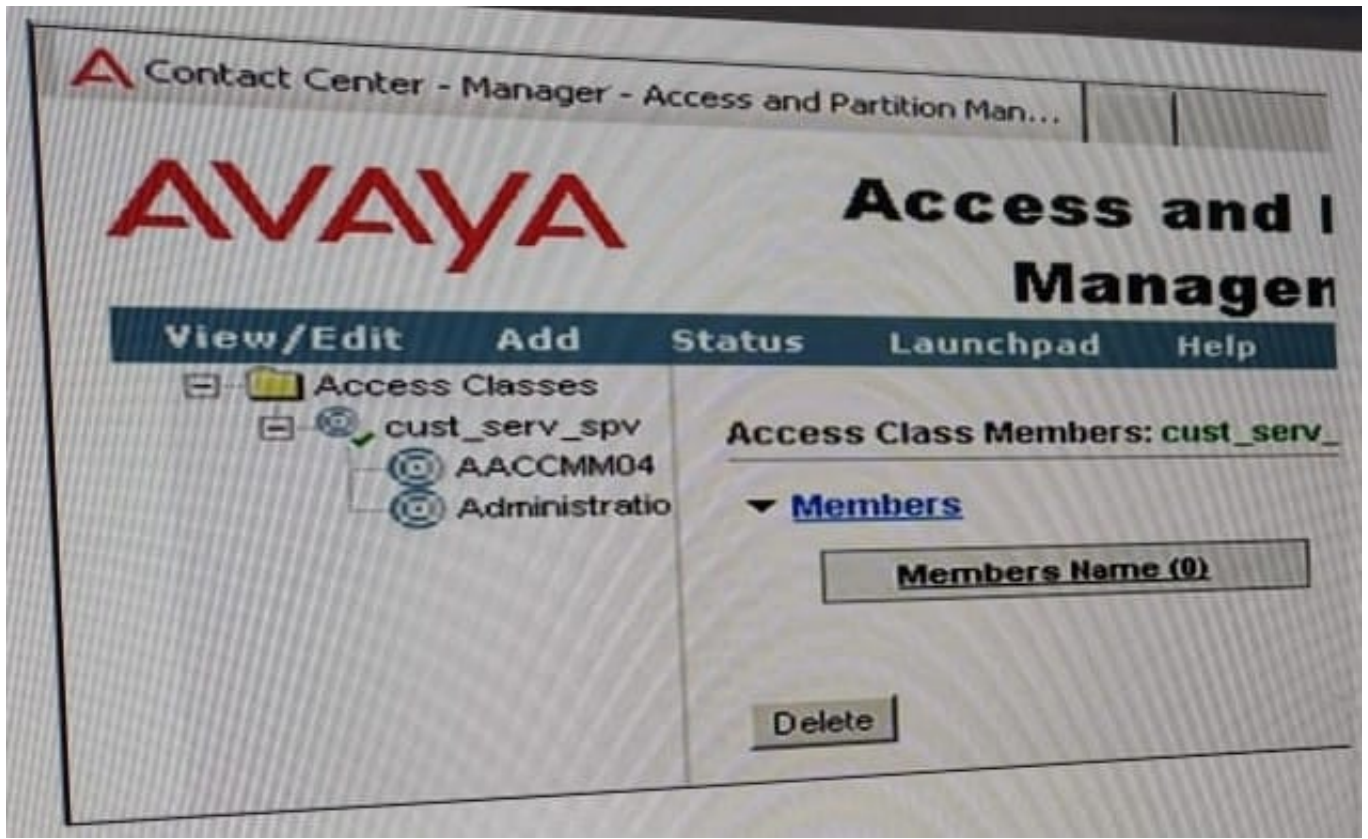
D. A Boolean variable cannot be used in a loop.

Correct Answer: AC

QUESTION 4

Refer to the exhibit.

The graphic shows an Access Class, cust_serv_spv, and the two components that comprise the Access Class definition, the contact Center Manager Server (CCMS) AACCMM04, and the Administration. Permissions levels ate granted to items within the launchpad through the creation of an Access Class.

If the supervisor has access to every item on the Launchpad, and if no permissions are granted under the Administration option what would be the result of access restriction for the user assigned to that Access Class?

A. The user would not be able to access the Audit Trail from the Launchpad.

B. The user would not be able to acquire Control Directory Numbers (CDN).

C. The user would not be able to create new administrative users.

D. The user would not be able to configure new agents.

Correct Answer: C

QUESTION 5

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