



3312^{Q&As}

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QUESTION 1

Which three tasks can you perform from the Avaya Agent Browser? (Choose three.)

- A. Enter After Call Work Codes
- B. Call Customer
- C. Call Supervisor
- D. Enter Activity Codes
- E. Enter Call Notes

Correct Answer: ADE

QUESTION 2

A customer with Avaya Aura Contact Center (AACC) uses an Event Handler to monitor for unsolicited events and failed responses. Which statement regarding the Event Handler is true?

- A. The event handler can monitor for excessive Not Ready time.
- B. The event handler must be the first line on any script.
- C. The event handler monitors for music failure.
- D. The event handler, if applied on a primary script, does not need to be re-applied on the secondary script.

Correct Answer: C

QUESTION 3

A customer with Avaya Aura Contact Center (AACC) will use the Contact Router for all calls entering the system. What is one function of the Contact Router?

- A. It can link intrinsics to applications.
- B. It can link agents to applications.
- C. It can link skillsets to applications.
- D. It can link Control Directory Numbers (CDN) to applications.

Correct Answer: C



QUESTION 4

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

QUESTION 5

Refer to the exhibit.

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



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