



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

Avaya Aura Contact Center Administration Exam

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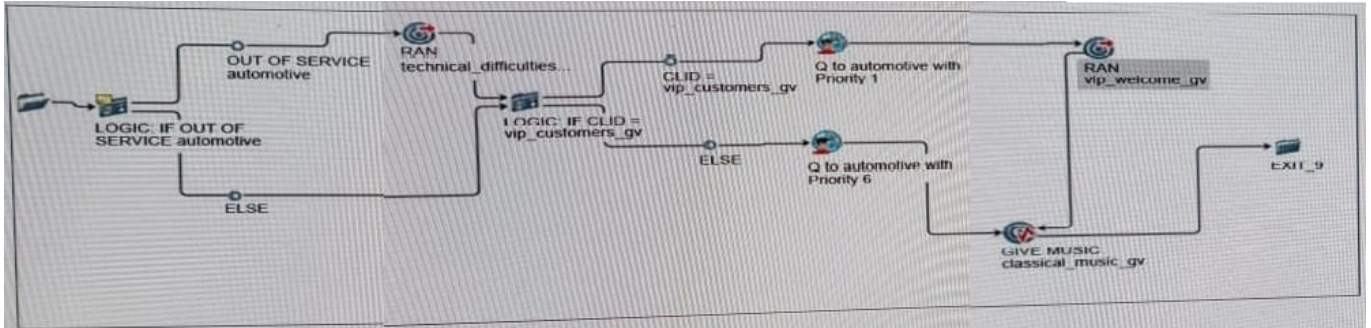
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## QUESTION 1

Refer to the exhibit.



The flow in the exhibit has been created in Avaya Aura Contact Center (AACC) Orchestration Designer Scripting. If the automotive skillset is out of service, the caller will hear a technical difficulties announcement, and then proceed to the Logic Block. After the technical difficulties announcement, the caller should be disconnected.

To provide a disconnect, to which block should the technical difficulties output block be connected?

- A. Finish Block
- B. Custom Block
- C. Treatment Block
- D. Anchor Block

Correct Answer: D

## QUESTION 2

A customer with Avaya Aura Contact Center (AACC) needs to create a new Contact Center Management supervisor in a SIP environment? Which field is mandatory for a Contact Center Management supervisor in a SIP environment?

- A. Password
- B. Language
- C. Skillset
- D. Login ID
- E. Call Presentation Class

Correct Answer: D

**QUESTION 3**

A customer with Avaya Aura Contact Center (AACC) has lost their administrator and therefore must create a Contact Center Management supervisor who can also log into the Contact Center Manager Administration (CCMA) as an administrative user, in the interim until the administrator can be replaced. The customer wants the supervisor definition to be linked to the Contact Center Manager Administrative User definition.

What needs to be done to link the supervisor definition to a web administrative user definition?

- A. In Contact Center Management, first create a new supervisor, and under CCMA Login Account Details, assign User Name and Password. Then in Access and Partition Management assign that supervisor a user type of Administrator.
- B. Create a new user in Access and Partition Management, and assign a password.
- C. Create a new user in Access and Partition Management, assign User Type Administrator, and assign a password.
- D. In Contact Center Management, create a new supervisor, and assign Administrator Voice URI.

Correct Answer: C

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**QUESTION 4**

The manager of the Customer Service Department wants calls into the Customer Service Application to be answered in 20 seconds or less, and wants to see what percentage of calls are meeting this objective by watching real-time displays. Where would the Contact Center Manager Administration (CCMA) establish this 20 second cutoff point?

- A. Historical Statistics
- B. Real Time Statistics
- C. Real Time Reporting
- D. Application Threshold Class

Correct Answer: D

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**QUESTION 5**

A customer with Avaya Aura Contact Center (AACC) wants callers, who are waiting to be answered by an agent, to hear a series of three different recorded announcements while they are waiting in the queue.

If the customer is still on hold after hearing all three messages, the series of three messages should continue to be repeated until the caller is presented to an agent.

Which section of script would accomplish this scenario?

- A. ASSIGN 1 TO loop\_counter\_cv SECTION wait\_loop WHERE loop\_counter\_cv EQUALS VALUE 1: GIVE RAN 15 VALUE 2: GIVE RAN 16 VALUE 3: GIVE RAN 17 DEFAULT: END WHERE ASSIGN loop\_counter\_cv + 1 TO loop\_counter\_cv WAIT 30



EXECUTE wait\_loop

B. ASSIGN 1 TO loop\_counter\_cv SECTION wait\_loop WHERE loop\_counter\_cv EQUALS VALUE 1: GIVE RAN 15 VALUE 2: GIVE RAN 16 VALUE 3: GIVE RAN 17 DEFAULT: ASSIGN 0 TO loop\_counter\_cv END WHERE ASSIGN loop\_counter\_cv + 1 TO loop\_counter\_cv WAIT 30 EXECUTE wait\_loop

C. ASSIGN 1 TO loop\_counter\_cv SECTION wait\_loop WHERE loop\_counter\_cv EQUALS VALUE 1: GIVE RAN 15 VALUE 2: GIVE RAN 16 VALUE 3: GIVE RAN 17 DEFAULT: ASSIGN loop\_counter\_cv + 1 TO loop\_counter\_cv END WHERE WAIT 30 EXECUTE wait\_loop

D. SECTION wait\_loop ASSIGN 1 TO loop\_counter\_cv WHERE loop\_counter\_cv EQUALS VALUE 1: GIVE RAN 15 VALUE 2: GIVE RAN 16 VALUE 3: GIVE RAN 17 DEFAULT: ASSIGN loop\_counter\_cv + 1 TO loop\_counter\_cv END WHERE WAIT 30 EXECUTE wait\_loop

Correct Answer: D

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