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QUESTION 1

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 Lo 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

QUESTION 2

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 3

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 4

You are building a new call flow that will use hold music, that is stored on the Avaya Aura Media Server (AAMS), while calls are waiting in queue. You created your music folder on AAMS and uploaded the music files to the music folder in the AAMS server successfully.

What needs to be done in the Contact Center Manager Administration (CCMA) server to allow the music to be used in the new call flow?

A. Create a new music skillset.

B. Create a route with the name of the music content group on AAMS.

C. Create a new music Call Presentation Class.

D. Create a new music Control Directory Number (CDN).

Correct Answer: B

QUESTION 5

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

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