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Avaya Aura Contact Center Administration Exam

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QUESTION 1

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 2

A customer with Avaya Aura Contact Center has created a loop in a script application with the following parameters:

1.

 While the caller is in the loop, the customer wants an announcement to play every thirty seconds, and the queued status of the call and the In-service status of the skillset must be evaluated

2.

 If the call is not queued, and if the skillset is out of service, the call will be sent to an out of service announcement

3.

 If the call is not queued and the skillset is in service. It must be re-queued.

What is the proper script syntax to accomplish this requirement?

A. Section wait_loop IF NOT QUEUED THEN IF OUT OF SERVICE SKILLSET automotive THEN GIVE RAN out_of_service_ran_gv DISCONNECT END IF END IF GIVE RAN agts_stlll_busy_ran_gv WAIT 30

EXECTUTE wait_loop

B. Section wait_loop IF NOT QUEUED THEN IF NOT OUT OF SERVICE automotive THEN QUEUE TO SKILLSET automotive WAIT 2 ELSE GIVE RAN out_of_service_ran_gv DISCONNECT END IF END IF GIVE RAN agts_still_bu5y_ran_gv WAIT 30 EXECTUTE wait_loop

C. Section wait_loop IF QUEUED AND IF OUT OF SERVICE automotive THEN GIVE RAN out_of_service_ran_gv DISCONNECT END IF END IF GIVE RAN agts_still_busy_ran_gv WAIT 30 EXECTUTE wait_loop

D. Section wait_loop IF NOT QUEUED AND IF NOT OUT OF SERVICE SKILLSET automotive THEN GIVE RAN out_of_service_ran_gv DISCONNECT END IF END IF GIVE RAN agts_still_ran_gv WAIT 30 EXECUE walt_loop

Correct Answer: B

QUESTION 3

A supervisor with read/update/create/delete skillsets capability is trying to delete a skillset from the skillset page under the Configuration component.

The error message indicates that the skillset is in use and must be removed from anything referencing it, before it can be deleted from Contact Center Manager Server (CCMS).
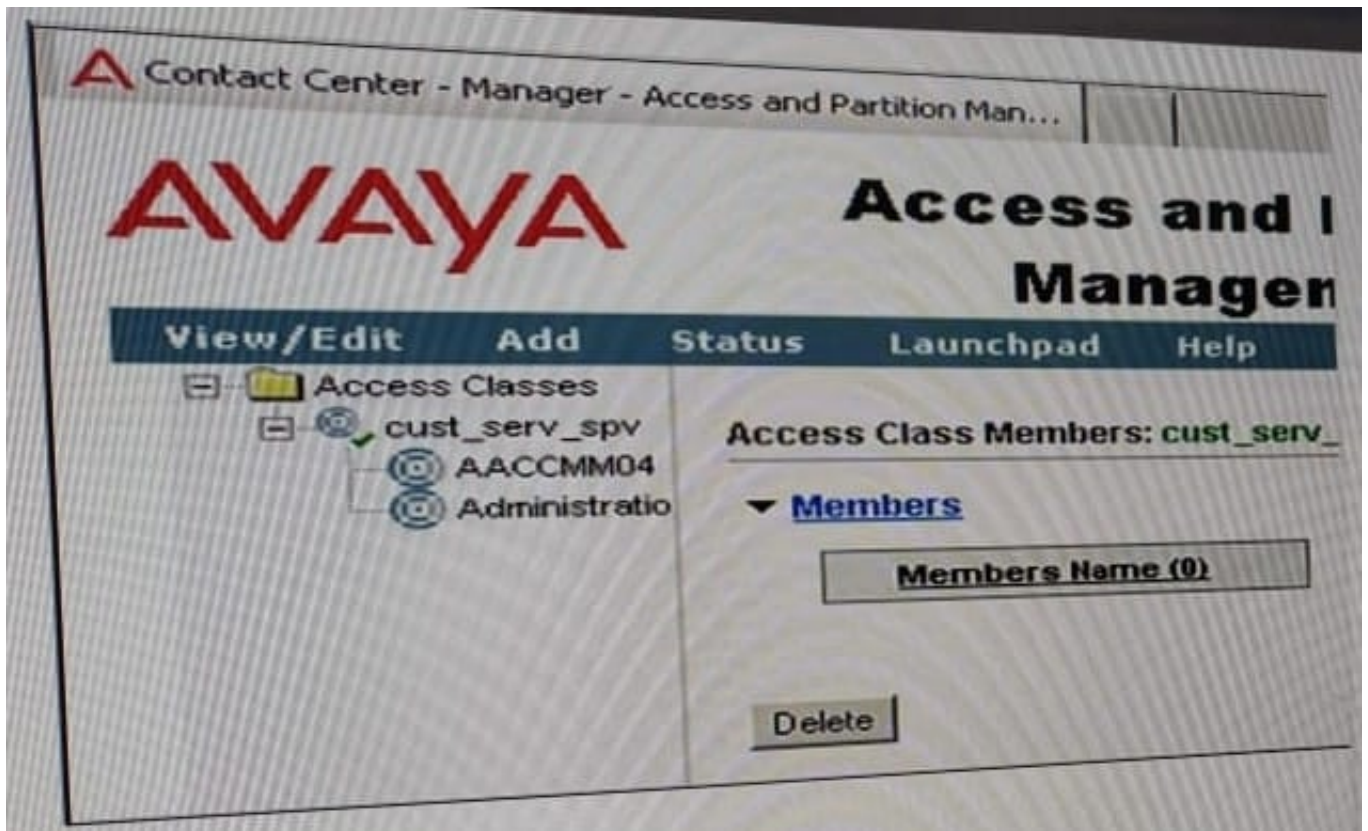
Which two places should the supervisor look for these references? (Choose two.)

A. Real Time Statistics > Skillset Statistics

B. Historical Statistics > Parameters

C. Contact Center Management > Agent Definition

D. Orchestration Designer > Scripts and Flows

Correct Answer: C

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 an Avaya Aura Contact Center (AACC) in a SIP environment would like to create a script where the customer is prompted to enter their account number through the dial pad. The script would then play the account number back to the caller for confirmation.

Which block will be required?

A. Input

B. Treatment

C. IVR

D. Output

Correct Answer: D