3312^{Q&As}

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QUESTION 1

A supervisor with Administrator user privileges wants to be able to manage voice prompts and music on the Avaya Aura Media Server (AAMS). Through which Launchpad item can this be accomplished?

A. Call Recording and Quality Monitoring

B. Prompt Management

C. Configuration

D. Access and Partition Management

Correct Answer: D

QUESTION 2

After queuing a contact to a skillset, how many seconds are recommended that a script should wait?

A. WAIT 1

B. WAIT 2

C. WAIT 4

D. WAIT 8

Correct Answer: B

QUESTION 3

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 4

When agents finish with a call, and if there are calls waiting, the next call rings immediately on the agent\\'s telephone set. The supervisor would like the agents to have 30 seconds before the next call is presented to the agent.

Which call presentation class option is needed to accomplish this requirement?

A. Presentation Option: Call Force

B. Presentation Option: Return to Queue

C. Presentation Option: After Call Break for N seconds:

D. Presentation Option: Put DN on hold to answer call

Correct Answer: D

QUESTION 5

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

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