



3312^{Q&As}

Avaya Aura Contact Center Administration Exam

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QUESTION 1

You must configure Avaya Aura Contact Center (AACC) to send skillset calls back to the queue when they are delivered to an available agent, but do not get answered by that agent.

Which AACC configuration option is used to accomplish this task?

- A. Formulas
- B. Call Presentation Classes
- C. Global Settings
- D. Threshold Classes

Correct Answer: B

QUESTION 2

A customer with Avaya Aura Contact Center (AACC) has created a script application. The customer would like to convert this script application into a now application. Which statement regarding converting scripts is true?

- A. Only an administrator logged in with webadmin credentials can perform the conversion.
- B. The original script application must be in the Contact Center View.
- C. The original script application must be in the Local View.
- D. The conversion of a script to a flow results in two scripts, the original script version and the new flow version.

Correct Answer: C

QUESTION 3

A customer with Avaya Aura Contact Center (AACC) has written a script application. The Problem View is showing a syntax error with the following area of script:

```
IF DAY OF WEEK EQUALS MONDAY..FR1DAY THEN
```

What is the correct syntax required for this application?

- A. IF DAYS OF WEEK EQUALS MONDAY..FRIDAY THEN
- B. IF DAY OF WEEK EQUAI S MON..FRI THEN
- C. IF DAY OF WEEK - MONDAY FRIDAY THEN



D. IF DAY OF WEEK = MONDAY..FRIDAY THEN

Correct Answer: D

QUESTION 4

A customer with Avaya Aura Contact Center (AACC) has opened the Skillset View in the Contact Center Management component. Which task can be performed from this view?

- A. Create a new skillsets.
- B. Delete a supervisor.
- C. Add a skillset to a script.
- D. Schedule an Agent to Skillset assignment.

Correct Answer: A

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
