



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

Avaya Aura Contact Center Administration Exam

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### QUESTION 1

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\_still\_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\_busy\_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 wait\_loop

Correct Answer: B

### QUESTION 2

Some variables can have a list or range of values instead of only a single value. On creation of these global variables the class type set is selected. Which three variables types support this class type? (Choose three.)

A. Skillset

B. Music

C. Agent Identification (Agent\_ID)

D. Day

E. Integer

Correct Answer: ADE



### QUESTION 3

The CCMS Host Application Interface (HAI) Service provides database lookup and call data attachment service without using a Customer Developed Applicator (CDA). What is used to configure this service?

- A. Task Flow Executor (TFE)
- B. Application Programming Interface (API)
- C. Data Exchange Server (DX Server)
- D. Database Integration Wizard (DIW)

Correct Answer: A

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### QUESTION 4

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

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### QUESTION 5

A customer with Avaya Aura Contact Center (AACC) would like to use expressions in their script.

When used in a script application, which three expressions require an accompanying END expression? (Choose three.)

- A. SECTION
- B. IF
- C. GIVE IVR
- D. WHERE EQUALS
- E. EVENT HANDLER



Correct Answer: BDE

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