Vendor: Avaya

Exam Code: 3312

Exam Name: Avaya Aura® Contact Center Administration Exam

Version: DEMO

QUESTION 1
A customer with Avaya Aura® Contact Center (AACC) needs to create a new Contact Center Management supervisor in a SIP environment?
Which field is mandatory for a Contact Center Management supervisor in a SIP environment?

A. Password
B. Language
C. Skillset
D. Login ID
E. Call Presentation Class

Answer: D

QUESTION 2
Which function does the Avaya Aura® Media Server (AAMS) provide to the Avaya Aura® Contact Center (AACC) in a SIP environment?

A. It supports the Active Directory link to the Computer Telephony Integration (CTI) agent.
B. It links the Communications Control Toolkit Server to the Contact Center Management Administration (CCMA).
C. It supports the Avaya Agent Desktop.
D. It anchors customer calls, announcements, and agent calls to the AAMS conference it created.

Answer: A

QUESTION 3
A customer with Avaya Aura® Contact Center (AACC) Orchestration Designer wants to create an application flow that checks the following:

```
1. Verify that the skillset is in service.
2. Provide a recorded announcement if the skillset is not in service.
3. Queue to the skillset if the skillset is in service.
4. Provide a recorded announcement for a welcome message.
```

Which three flow blocks support these requirements? (Choose three.)

A. Wait
B. Queue
C. Output
D. Input
E. Logic

Answer: ABC

QUESTION 4
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

Answer: D

QUESTION 5
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

Answer: B

QUESTION 6
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

Answer: ADE

QUESTION 7
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

Answer: C

QUESTION 8
A supervisor with administrative user privileges requires access to create and delete skillsets
through the configuration component.
Where are the create and delete permissions assigned?

A. Report Groups
B. Access Class
C. Launchpad Items
D. Standard Partition
E. User Defined Partition

Answer: A

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