

DUMPS ARENA

Avaya Aura® Contact Center Administration Exam

Avaya 3312

Version Demo

Total Demo Questions: 10

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QUESTION NO: 1

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

ANSWER: B D E**QUESTION NO: 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

ANSWER: A D E**QUESTION NO: 3**

A customer with Avaya Aura® Contact Center (AACC) requires a real-time report that will show up to 15 minutes of real time data on the screen, allowing the supervisor to identify trends as they emerge.

Which Real-Time Display would accomplish this?

- A. Time Line Display
- B. Interval to Date Display
- C. Billboard Collection
- D. Agent Map

ANSWER: D

QUESTION NO: 4

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

ANSWER: B D E

QUESTION NO: 5

When using the GiveIVR block to play prompt and collect digits, how do you configure what the terminating character should be?

- A. Assign the "#" as a call variable.
- B. Use the Terminating Character (termchar) configuration entry to set the value.
- C. The terminating character is always "#".
- D. Add an extra number to the Number of Digits value.

ANSWER: C

QUESTION NO: 6

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: A B C

QUESTION NO: 7

Which three tasks can you perform from the Avaya Agent Browser? (Choose three.)

- A. Enter After Call Work Codes
- B. Call Customer
- C. Call Supervisor
- D. Enter Activity Codes
- E. Enter Call Notes

ANSWER: A D E

QUESTION NO: 8

A customer with Avaya Aura® Contact Center (AACC) will use the Contact Router for all calls entering the system.

What is one function of the Contact Router?

- A. It can link intrinsics to applications.
- B. It can link agents to applications.
- C. It can link skillsets to applications.
- D. It can link Control Directory Numbers (CDN) to applications.

ANSWER: C

QUESTION NO: 9

A supervisor in an Avaya Aura® Contact Center (AACC) SIP environment would like to play an announcement and collect digits from a caller using the following TFE command:

GIVE IVR WITH VXML TREATMENT voicexml PARAMETERS

What is a valid input after the parameters command?

- A. Service URI
- B. `_c_play_and_collect`
- C. GIVE IVR WITH VXML TREATMENT
- D. Numberofdigits
- E. ASSIGN "please enter account number.wav"

ANSWER: D

QUESTION NO: 10

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