

DUMPS ARENA

Avaya Aura Contact Center Administration

Avaya 3300

Version Demo

Total Demo Questions: 10

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QUESTION NO: 1

Which two commands can update the value of a call variable? (Choose two.)

- A. GIVE
- B. READVAR
- C. ASSIGN TO
- D. COLLECT DIGITS
- E. SEND REQUEST

ANSWER: B D**QUESTION NO: 2**

A customer with Avaya Aura Contact Center has created a script application. The customer would like to convert this script application into a flow application.

Which two statements regarding converting scripts are true? (Choose two.)

- A. The original script application must be In the Contact Center View.
- B. The original script application must be In the Local View.
- C. The conversion of the script to a flow results in only one APPLICATION, the flow version.
- D. The conversion of a script to a flow results in two scripts, the original script version and the new flow version.

ANSWER: B C**QUESTION NO: 3**

A customer with Avaya Aura Contact Center has opened the Skillset View in the Contact Center Management component.

Which task can be performed from this view?

- A. Import a list of agents from a spreadsheet.
- B. Delete a supervisor.

- C. Create a new skillset.
- D. Create an Agent to Skillset Assignment.

ANSWER: C

QUESTION NO: 4

When setting up your contact center using Avaya Aura Contact Center (AACC), the supervisors would like the agents to be automatically placed into an unavailable state after each skillset call. They want the agents to be unavailable for 30 seconds between calls.

What would you configure to accomplish this task?

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

ANSWER: A

QUESTION NO: 5

A customer with Avaya Aura Contact Center wants callers, who are waiting to be answered by an agent, to hear a series of three different recorded announcements while they are waiting in queue.

Which section of script would accomplish this scenario?

A. ASSIGN 1 TO loop_counter_cv

SECTION wait_loop

WHERE loop_counter_cv EQUALS

VALUE 1: GIVE RAN 15

VALUE 2: GIVE RAN 16

VALUE 3: GIVE RAN 17

DEFAULT: ASSIGN loop_counter_cv + 1 TO loop_counter_cv

END WHERE

WAIT 30

EXECUTE watt_loop

B. SECTION wait_loop

ASSIGN 1 TO loop_counter_cv

WHERE loop_counter_cv EQUALS

VALUE 1: GIVE RAN 15

VALUE 2: GIVE RAN 16

VALUE 3: GIVE RAN 17

DEFAULT: ASSIGN loop_counter_cv + 1 TO loop_counter_cv

END WHERE

WAIT 30

EXECUTE watt_loop

C. ASSIGN 1 TO loop_counter_cv SECTION wait_loop

WHERE loop_counter__cv EQUALS

VALUE 1: GIVE RAN 15

VALUE 2: GIVE RAN 16

VALUE 3: GIVE RAN 17

DEFAULT: ASSIGN 0 TO loop_counter cv

END WHERE

ASSIGN loop_counter__cv + 1 TO loop__counter_cv

WAIT 30

EXECUTE wait_loop

D. ASSIGN 1 TO loop_counter_cv SECTION wait_loop

WHERE loop_counter_cv EQUALS

VALUE 1: GIVE RAN 15

VALUE 2: GIVE RAN 16

VALUE 3: GIVE RAN 17 DEFAULT:

END WHERE

```
ASSIGN loop__counter__.cv + 1 TO loop_counter_cv
```

```
WAIT 30
```

```
EXECUTE wait_loop
```

Answer: D

```
A. ASSIGN 1 TO loop_counter_cv SECTION wait_loop
WHERE loop_counter__cv EQUALS
VALUE 1: GIVE RAN 15
VALUE 2: GIVE RAN 16
VALUE 3: GIVE RAN 17
DEFAULT: ASSIGN 0 TO loop_counter cv
END WHERE
ASSIGN loop_counter__cv + 1 TO loop__counter_cv
WAIT 30
EXECUTE wait_loop
```

```
B. ASSIGN 1 TO loop_counter_cv SECTION wait_loop
WHERE loop_counter_cv EQUALS
VALUE 1: GIVE RAN 15
VALUE 2: GIVE RAN 16
VALUE 3: GIVE RAN 17 DEFAULT:
END WHERE
ASSIGN loop_.counter_.cv + 1 TO loop_counter_cv
WAIT 30
EXECUTE wait_loop
```

ANSWER: B

QUESTION NO: 6

The supervisors of your contact center have asked for the ability to perform detailed reporting on why agents are in the NOT READY state.

Which feature in the Contact Center Manager Administration needs to be configured?

- A. Activity Codes
- B. Reason Codes
- C. Busy Codes
- D. Codes

ANSWER: A

QUESTION NO: 7

A customer with Avaya Aura Contact Center uses an Event Handler to monitor for unsolicited events and failed responses.

Which two statements regarding the Event Handler are true? (Choose two.)

- A. The event handler monitors for the music failure.
- B. The event handler, if applied on a primary script, does not need to be re-applied on the secondary script.
- C. The event handler must be the first line on any script, an event handler can monitor for call abandons.

ANSWER: A B**QUESTION NO: 8**

A customer with Avaya Aura Contact Center wants to see in a report the percentage of calls being answered in the automotive skillset in 20 seconds or less. What would need to be programmed to obtain this data?

- A. Create an application threshold class, set the Level 1 %Service_Level_S Threshold to 20, the Level 2 %Service_Level_S threshold to 30, and assign the threshold class to the automotive skill set.
- B. Create a skillset threshold class, set the Level 1 %Service_Level_S Threshold to 10, the Level 2 % Service_Level_S Threshold to 20 and assign the threshold class to the automotive skillset.
- C. Create an application threshold class, set the Level 1 Service Level Threshold to 20, and assign the threshold class to the automotive skillset.
- D. Create a skillset threshold class, set the Level 1 Service Level Threshold to 20, and assign the threshold class to the automotive skillset.

ANSWER: D**QUESTION NO: 9**

A customer with Avaya Aura Contact Center 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: 10**

The following script has been created In Avaya Aura Contact Center Orchestration

Designer Scripting:

It OUT OF SERVICE automotive THEN

GIVE RAN technical_diffculties_gv END IF

IF CLID - vlp_customers_clld_gv THEN

QUEUE TO SKILLSET automotive WITH PRIORITY 1

WAIT 2

GIVE RAN vlp_welcome_gv

ELSE

QUEUE TO SKILLSET automotive

WAIT 2

END IF

GIVE MUSIC classlcal_wait_cjv WAIT 30

Which three things will occur when a caller encounters this script? (Choose three.)

- A.** If the automotive skillset is out of service, the caller will hear a technical difficulty announcement, and be disconnected.
- B.** If the caller Calling Line ID (CLID) is listed in the vip_customers_clld_gv, they will queue to the automotive skillset with a high priority, hear a special announcement, and then hear music.
- C.** If the caller's CLID is not listed in the vip_customers_clld_gv, they will queue to automotive with a low priority, hear an announcement and then hear music.
- D.** If the automotive skillset is out of service, the caller will hear a technical difficulty announcement, and then queue to the automotive skillset.
- E.** If the caller's CLID is not listed in the vlp_customers_clld_gv, they will queue to automotive a low priority and then hear music.

ANSWER: A B E