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Avaya Aura Contact Center Administration

Avaya 3300

Version Demo

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QUESTION NO: 1

A customer with Avaya Aura Contact Center is preparing a new voice application to receive calls through a Control Directory Number (CDN).

Which two statements regarding a CDN are true? (Choose two.)

A. A CDN is a contact-center routing entry point for incoming calls.

B. A CDN can be associated with an application through the Contact Router.

C. A CDN is used to assign agents to a skillset.

D. A CDN is the route name of a music folder on Avaya Media Server.

E. A CDN is a supervisor reporting partition.

ANSWER: A B

Explanation:

A CDN is a contact-center routing entry point used to identify incoming calls for contact-center treatment. It is acquired and configured as a Contact Center resource before it can be used to direct calls into an application.

The Contact Router uses the CDN-to-application association to determine which application processes a call presented on that CDN. The CDN does not represent an agent, a skillset, or an Avaya Media Server route. Avaya Aura Contact Center administration documentation is available through the Avaya Documentation portal and Avaya Support portal.

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

Explanation:

For conversion to be available, the script application must be in the Local View. Local View is the editable design workspace for applications held on the current Contact Center server, which enables the conversion function to process the application's script definition and create its flow-based representation. Administrators should therefore ensure that the application is available locally before beginning the conversion procedure.

The conversion produces one application: the converted flow application. This is an in-place application-type conversion rather than a process that creates a separate, parallel script application and flow application. After conversion, the application is represented and maintained as a flow, allowing the customer to use the flow design environment and its associated capabilities. As with any application change, the administrator should validate the converted application and its call treatment before deploying it into production.

Avaya publishes product documentation and administration guidance through the Avaya Documentation Portal. Product documentation, software resources, and support material for Avaya Aura Contact Center are also available from Avaya Support.

QUESTION NO: 3

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

Explanation:

In Avaya Aura Contact Center scripting, **IF**, **WHERE EQUALS**, and **EVENT HANDLER** are structured expressions that open a logical or event-processing construct and therefore must be explicitly closed by their corresponding END expression. An IF construct contains the actions to take when its condition is met and is terminated with **END IF**. A WHERE EQUALS construct defines conditional matching logic within the applicable script context and is terminated with **END WHERE**. An EVENT HANDLER establishes the actions that the script performs in response to a specified event; its scope is terminated with **END EVENT HANDLER**. Explicit closing expressions allow the Script application to determine where each construct ends, validate script structure, and correctly process nested logic. This is particularly important in larger contact-routing scripts, where conditional branches and event handlers can contain multiple actions or additional expressions. Avaya maintains product documentation and support resources through its Documentation Portal and Support Portal, where the Aura Contact Center scripting references describe expression syntax and required closing statements.

QUESTION NO: 4

A customer has added the following statements to an Avaya Aura Contact Center script:

```
QUEUE TO SKILLSET customer_service

WAIT 2
```

Which two statements are true? (Choose two.)

A. The contact is queued to the customer_service skillset.

B. The WAIT 2 statement allows the queue request time to complete.

C. The contact is disconnected after two seconds.

D. The WAIT 2 statement removes the contact from the skillset queue.

E. The skillset is automatically placed out of service.

ANSWER: A B

Explanation:

The **QUEUE TO SKILLSET customer_service** statement requests that the current contact be placed in the customer_service skillset queue. This makes the contact available for delivery to an eligible agent according to the configured routing and queueing rules.

WAIT 2 provides the recommended short delay after the queue request. Queueing is processed asynchronously, so the delay allows the system to establish the contact's queued state before later script logic evaluates that state or applies further queued-call treatment.

The WAIT statement does not disconnect the caller and does not remove the caller from the skillset queue. Refer to the Avaya Documentation portal and Avaya Support for Avaya Aura Contact Center scripting guidance.

QUESTION NO: 5

A customer with Avaya Aura Contact Center is creating an application flow using blocks.

Each block can be given a unique name to identify it on the flow.

Under which tab on each block the name of the block would be assigned?

A. Processing

B. Queue

C. Setup

D. Transition

ANSWER: C

Explanation:

The block name is assigned under the **Setup** tab. In Avaya Aura Contact Center flow applications, the Setup tab contains the general configuration details that identify and document a block. These details include the block name and, where applicable, an optional description. A meaningful unique name is important because it makes the flow easier to read, maintain, troubleshoot, and review, particularly when an application contains multiple instances of similar block types.

The Setup tab can also contain common block-level configuration such as assignments, conditional assignments evaluated before the block executes, and an optional log message. This makes it the appropriate location for configuration that establishes the block's identity and general pre-processing behavior, rather than its operational processing, queue handling, or outgoing transitions. Assigning the name there provides the label displayed to application designers as they work with the flow.

For Avaya Aura Contact Center product documentation and technical resources, see the Avaya Documentation Portal and the Avaya Support portal.

QUESTION NO: 6

A customer would like incoming calls to queue to the skillset with the most agents in service. Which intrinsic would accomplish this?

A. MOST LOGGED AGENTS

B. OLDEST

C. LOGGED OUT AGENT

D. LOGGED AGENT COUNT

ANSWER: A

Explanation:

MOST LOGGED AGENTS is the appropriate Avaya Aura Contact Center routing intrinsic for this requirement. When it is used in skillset-selection logic, the intrinsic evaluates the eligible skillsets and selects the one with the greatest number of agents logged in and available as members of that skillset. This enables a script to distribute incoming contacts toward the skillset with the largest active staffing pool, rather than selecting a skillset according to waiting time, a static sequence, or a manually maintained value.

In this context, “agents in service” is operationally represented by the number of logged-in agents associated with the skillset. The intrinsic is therefore useful where the business objective is to balance calls according to available staffing scale across comparable skillsets. It can be incorporated into contact-routing scripts after the relevant candidate skillsets and their membership have been configured. Administrators should also ensure that agent login and skillset assignments accurately reflect the intended operational model, because those current agent states are the basis for the routing decision. Avaya product documentation and support resources are available through the Avaya Documentation portal and the Avaya Support portal.

QUESTION NO: 7

A customer with Avaya Aura Contact Center has configured an EVENT HANDLER in a script to process an unsolicited event.

Which expression is required to close the Event Handler construct?

A. END IF

B. END SECTION

C. END EVENT HANDLER

D. END WHERE

ANSWER: C

Explanation:

END EVENT HANDLER is correct because an EVENT HANDLER is a structured script expression and must be explicitly terminated. The closing expression identifies the end of the instructions that are executed when the specified event occurs.

Using the required closing expression ensures that the script structure can be validated and that subsequent statements are not interpreted as part of the event-processing logic. Refer to the Avaya Documentation portal for Avaya Aura Contact Center scripting syntax and Event Handler information.

QUESTION NO: 8

A customer with Avaya Aura Contact Center has created several sections in a script application. The script must transfer processing to a section named `after_hours` when the contact center is closed.

Which command would be used to transfer processing to this section?

A. EXECUTE after_hours

B. SECTION after_hours

C. QUEUE TO after_hours

D. GIVE after_hours

ANSWER: A

Explanation:

EXECUTE after_hours is correct. The EXECUTE command transfers script processing to the named SECTION. In this case, when the closed condition is met, `EXECUTE after_hours` directs the contact to the processing statements contained in the `after_hours` section.

SECTION labels organize reusable or separate portions of script logic. They do not transfer control by themselves; an EXECUTE command is used to invoke the specified section. This is useful for maintaining common call treatment, such as after-hours announcements and routing, in one location within the script.

Consult the Avaya Documentation portal and Avaya Support for release-specific Avaya Aura Contact Center scripting documentation.