www.CertBus.com

CERTBUS

3312^{Q&As}

Avaya Aura Contact Center Administration Exam

Pass Avaya 3312 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.certbus.com/3312.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Avaya
Official Exam Center

⚙ **Instant Download** After Purchase

⚙ **100% Money Back** Guarantee

⚙ **365 Days** Free Update

⚙ **800,000+** Satisfied Customers

QUESTION 1

A customer with an Avaya Aura Contact Center (AACC) would like to implement emergency routing in a flow application using the Locked Variable and Locked Assignment commands.

Which block is used to implement emergencies using locked variables and locked assignment commands?

A. Queue Block

B. Logic Block

C. Treatment Block

D. Anchor Block

Correct Answer: A

QUESTION 2

A customer with Avaya Aura Contact Center (AACC) launches Orchestration Designer (OD) and the OD displays four views.

Which view provides a snapshot of the latest and most up-to-date data from the AACC?

A. the Contact Center Manager Administration View

B. the Synchronization View

C. the Contact Center View

D. the Local View

Correct Answer: C

QUESTION 3

Which task can the supervisor perform in the Real-Time Displays window under the Change Mode column?

A. Force the agent into Not Ready and select an existing Not Ready Reason Code.

B. Force the agent into Not Ready and select an existing After Call Work Code.

C. Force the agent to login.

D. Force the agent to logout.

Correct Answer: A

QUESTION 4

A supervisor with Administrator user privileges wants to be able to manage voice prompts and music on the Avaya Aura Media Server (AAMS). Through which Launchpad item can this be accomplished?

A. Call Recording and Quality Monitoring

B. Prompt Management

C. Configuration

D. Access and Partition Management

Correct 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

Correct Answer: B

QUESTION 6

When using the Configuration Tool, which user can upload or download data to and from the Contact Center Manager Server?

A. SYSMON

B. IUSR_SWC

C. iceAdmin

D. Administrator

Correct Answer: D

QUESTION 7

A customer with Avaya Aura Contact Center (AACC) has a list of holidays that change on a yearly basis. The holidays are defined as variables in a specific variable list. This list of variables is referenced on multiple applications. Once a year, an administrator updates the list with new holiday dates, which results in the applications recognizing the new dates.

Which category and type of variable will the administer modify in the variable table to accomplish this?

A. the global variable of the type Date

B. the call variable of the type Date

C. the wild call variable of the type Integer

D. a global or call variable of the type String

Correct Answer: A

QUESTION 8

A customer wants to measure the system-wide Contact Center traffic, not just traffic on an individual skillset or application basis.
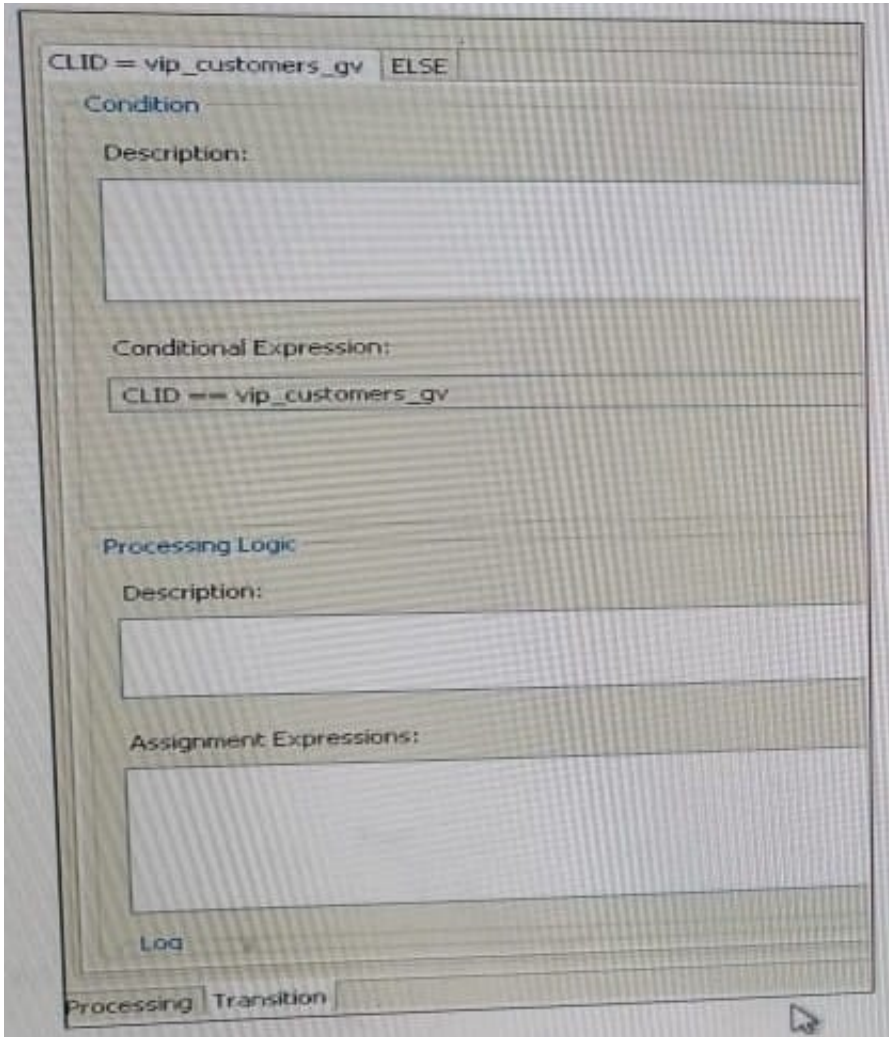
Which category of intrinsic would provide this information?

A. Open Queue

B. Traffic

C. Call

D. Time

Correct Answer: D

5 / 7

QUESTION 9

Refer to the exhibit.

The logic block in the exhibit references a CLID intrinsic vip_customers_gv.

Which type of intrinsic uses CLID data to determine routing?

A. Call

B. Skillset

C. Time

D. Traffic

Correct Answer: C

QUESTION 10

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.

Correct Answer: A

QUESTION 11

After queuing a contact to a skillset, how many seconds are recommended that a script should wait?

A. WAIT 1

B. WAIT 2

C. WAIT 4

D. WAIT 8

Correct Answer: B

QUESTION 12

A customer with Avaya Aura Contact Center (AACC) has five calls waiting in queue for the Customer Service Skillset. An agent becomes available to answer the calls. Which call will be presented to the agent?

A. the call that has been in the system the longest

B. the call that has been in queue the longest

C. the call with the highest priority in the script

D. the call for which the agent has the highest priority

Correct Answer: A

QUESTION 13

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

QUESTION 14

Given the following namespace: mycustomer.com | en_us | ad_hoc_messages | music_on_hold | out_of_hours To enable in-queue announcements to be played, into which content group would the prompts be uploaded?

A. out_of_hours

B. music_on_hold

C. ad_hoc_messages

D. en_us

Correct Answer: D

QUESTION 15

A supervisor with Avaya Aura Contact Center (AACC) would like to create a custom Application Display. The data fields available fall into three categories: cumulative, fixed, and instantaneous.

What is an example of a fixed data field?

A. Service Level Threshold

B. Average Answered Delay

C. Application Name

D. Calls Waiting

Correct Answer: B

[3312 Practice Test](#)   [3312 Study Guide](#)   [3312 Braindumps](#)