3312^{Q&As}

Avaya Aura Contact Center Administration Exam

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QUESTION 1

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 2

Refer to the exhibit.
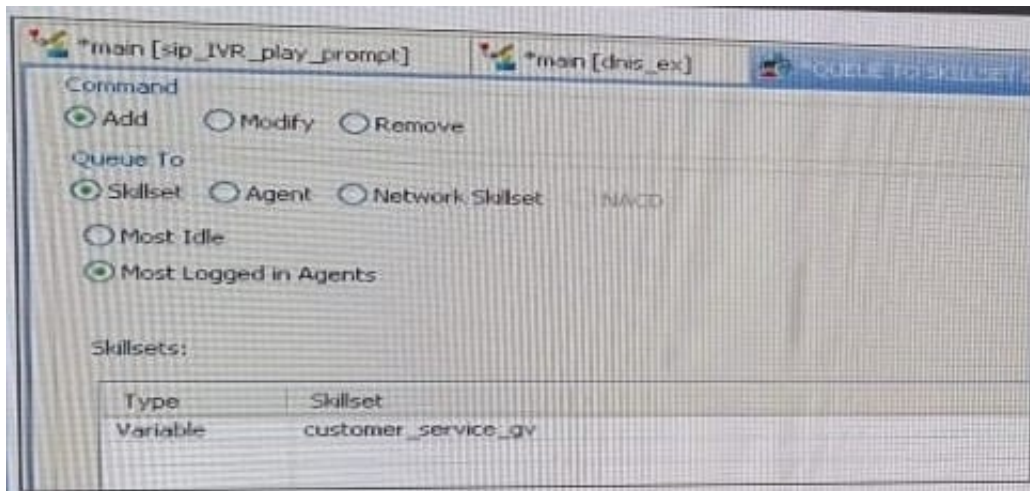
The Queue block in the exhibit shows queuing to multiple skillsets as referenced in the Global variable, customer_service_gv. The administrator would like the calls to queue to the skillset with the most logged in agents. Using a Queue block, under which tab would the Most Logged in Agents be configured?

A. Logic

B. Processing

C. Queue

D. Setup

Correct Answer: A

QUESTION 3

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

Correct Answer: D

QUESTION 4

A customer with Avaya Aura Contact Center (AACC) wants to assign five agents to a new skill set in the most efficient way possible.

How would the customer assign the agents to the skillset?

A. Select all five agents from the Agents Details window, then drag and drop them to the new skillset.

B. Assign the new skillset to those agent\\'s partition.

C. Use the skillset window from the skillset view to assign multiple agents.

D. Use the skillset section in the Agent Details window to assign all the agents at the same time to the new skillset.

Correct Answer: B

QUESTION 5

A customer with Avaya Aura Contact Center (AACC) 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 the queue.

If the customer is still on hold after hearing all three messages, the series of three messages should continue to be repeated until the caller is presented to an agent.

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: 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: ASSIGN 0 TO loop_counter_cv END WHERE ASSIGN loop_counter_cv + 1 TO loop_counter_cv WAIT 30 EXECUTE wait_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 loop_counter_cv + 1 TO loop_counter_cv END WHERE WAIT 30 EXECUTE wait_loop

D. 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 wait_loop

Correct Answer: D

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