



# 3312<sup>Q&As</sup>

Avaya Aura Contact Center Administration Exam

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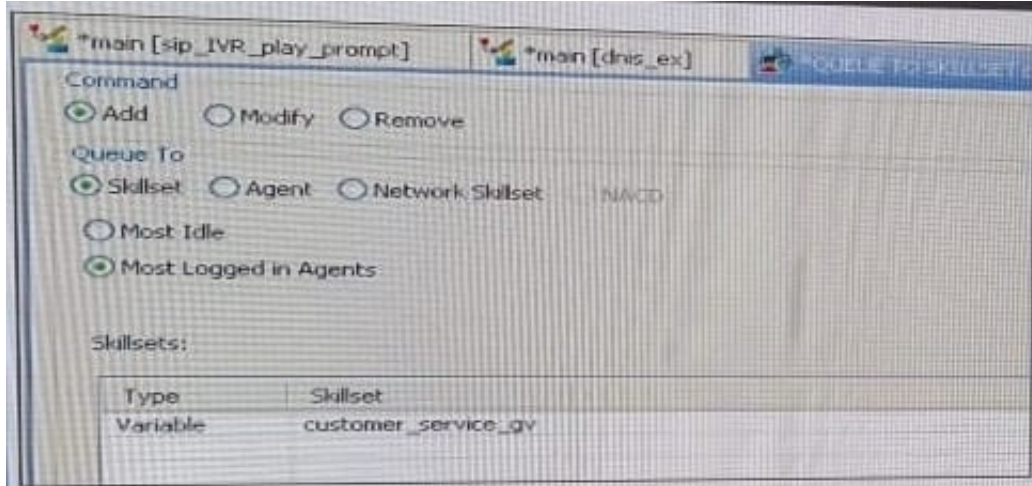
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**QUESTION 1**

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 2**

A customer with Avaya Aura Contact Center (AACC) has created music treatments that include information about the specific applications that callers might reach. The customer would like callers, who have been put on hold by an agent, to hear the music on hold treatments specific to the application in which they have been answered.

Which section of script would accomplish this?

- A. QUEUE TO SKILLSET automotive WAIT 2 GIVE RAN 15 GIVE MUSIC 20 EVENT HANDLER EVENT: CALL ON HOLD GIVE MUSIC 30 WAIT 60
- B. QUEUE TO SKILLSET automotive WAIT 2 GIVE RAN 15 IF EVENT = CALL ON HOLD THEN GIVE MUSIC 30 ELSE GIVE MUSIC 20 END IF WAIT 60
- C. EVENT HANDLER EVENT MUSIC ON HOLD GIVE MUSIC 30 END EVENT QUEUE TO SKILLSET automotive WAIT 2 GIVE RAN 15 GIVE MUSIC 20 WAIT 60
- D. EVENT HANDLER EVENT CALL ON HOLD GIVE MUSIC 30 END HANDLER QUEUE TO SKILLSET automotive

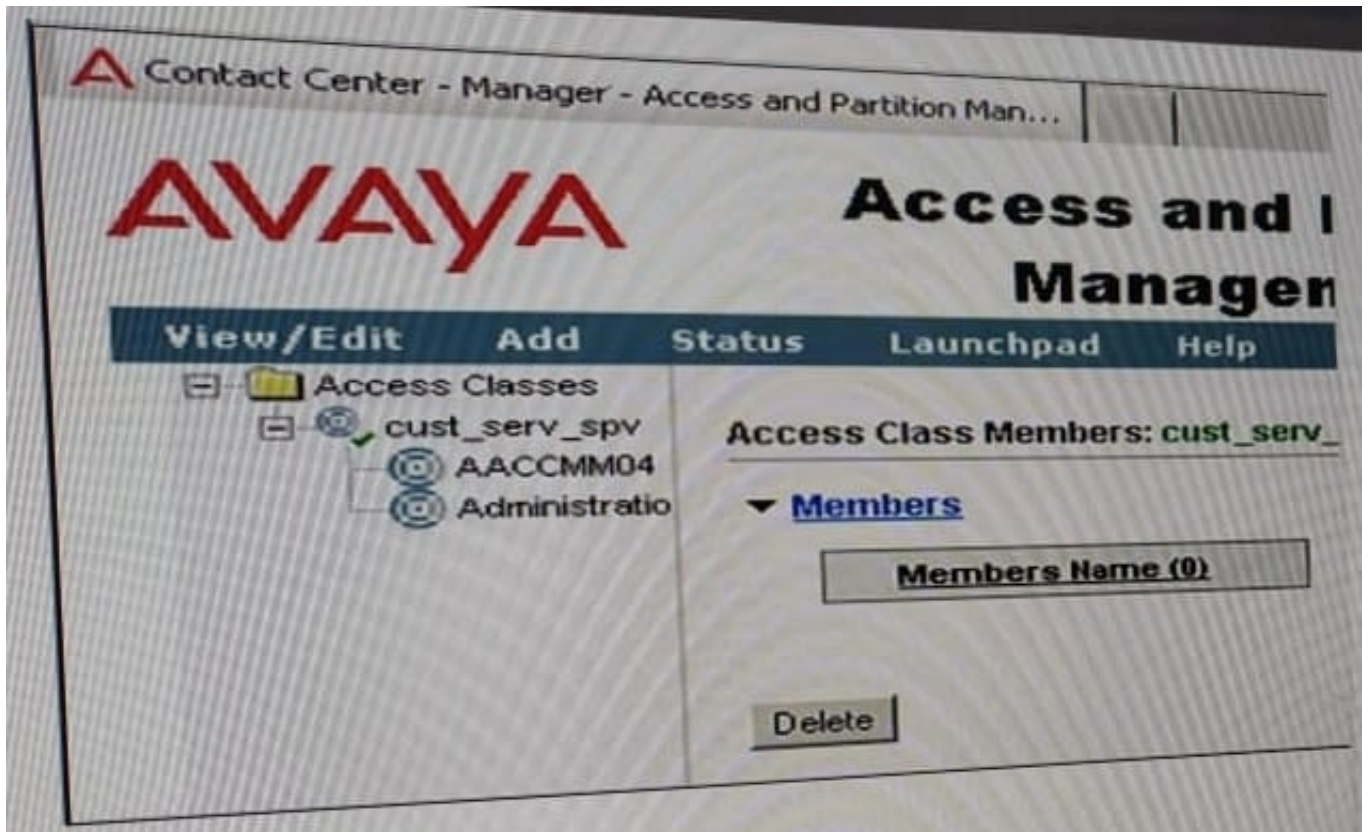


WAIT 2 GIVE RAN 15 GIVE MUSIC 20 WAIT 60

Correct Answer: C

### QUESTION 3

Refer to the exhibit.



The graphic shows an Access Class, `cust_serv_spv`, and the two components that comprise the Access Class definition, the contact Center Manager Server (CCMS) AACCM04, and the Administration. Permissions levels are granted to items within the launchpad through the creation of an Access Class.

If the supervisor has access to every item on the Launchpad, and if no permissions are granted under the Administration option what would be the result of access restriction for the user assigned to that Access Class?

- A. The user would not be able to access the Audit Trail from the Launchpad.
- B. The user would not be able to acquire Control Directory Numbers (CDN).
- C. The user would not be able to create new administrative users.
- D. The user would not be able to configure new agents.

Correct Answer: C



#### 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

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#### QUESTION 5

You must configure Avaya Aura Contact Center (AACC) to send skillset calls back to the queue when they are delivered to an available agent, but do not get answered by that agent.

Which AACC configuration option is used to accomplish this task?

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

Correct Answer: B

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