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**QUESTION 1**

An administrator creating a flow application realizes that a skillset required for the application has not been created.

Which statement about adding the skillset is true?

- A. The only way to add a skillset is through the Configuration Component.
- B. It can be added through the Application Variable folder in the Orchestration Designer tool.
- C. It can be added through the Applications folder in the Orchestration Designer tool.
- D. It can be added through the Application Manager Data folder In the Orchestration Designer tool.

Correct Answer: C

QUESTION 2

A customer with Avaya Aura Contact Center (AACC) has written a script application. The Problem View is showing a syntax error with the following area of script:

```
IF DAY OF WEEK EQUALS MONDAY..FR1DAY THEN
```

What is the correct syntax required for this application?

- A. IF DAYS OF WEEK EQUALS MONDAY..FRIDAY THEN
- B. IF DAY OF WEEK EQUAI S MON..FRI THEN
- C. IF DAY OF WEEK - MONDAY FRIDAY THEN
- D. IF DAY OF WEEK = MONDAY..FRIDAY THEN

Correct Answer: D

QUESTION 3

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 4

When using the GiveIVR block to play prompt and collect digits, how do you configure what the terminating character should be?

- A. Assign the "#" as a call variable.
- B. Use the Terminating Character (termchar) configuration entry to set the value.
- C. The terminating character is always "#".
- D. Add an extra number to the Number of Digits value.

Correct Answer: C

QUESTION 5

A supervisor with read/update/create/delete skillsets capability is trying to delete a skillset from the skillset page under the Configuration component.

The error message indicates that the skillset is in use and must be removed from anything referencing it, before it can be deleted from Contact Center Manager Server (CCMS).

Which two places should the supervisor look for these references? (Choose two.)

- A. Real Time Statistics > Skillset Statistics
- B. Historical Statistics > Parameters
- C. Contact Center Management > Agent Definition
- D. Orchestration Designer > Scripts and Flows

Correct Answer: C

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