



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

Avaya Aura Contact Center Administration Exam

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**QUESTION 1**

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

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**QUESTION 2**

A customer with Avaya Aura Contact Center (AACC) has created a script application. The customer would like to convert this script application into a now application. Which statement regarding converting scripts is true?

- A. Only an administrator logged in with webadmin credentials can perform the conversion.
- B. The original script application must be in the Contact Center View.
- C. The original script application must be in the Local View.
- D. The conversion of a script to a flow results in two scripts, the original script version and the new flow version.

Correct Answer: C

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**QUESTION 3**

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

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#### QUESTION 4

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

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#### QUESTION 5

A supervisor with administrative user privileges requires access to create and delete skillsets through the configuration component. Where are the create and delete permissions assigned?

- A. Report Groups
- B. Access Class
- C. Launchpad Items
- D. Standard Partition
- E. User Defined Partition

Correct Answer: A

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