



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

Avaya Aura Contact Center Administration Exam

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### QUESTION 1

A customer with Avaya Aura Contact Center (AACC) is attempting to add a new activity code to the system, but receives a system error stating that the maximum number of activity codes allowed has been exceeded.

To determine the maximum number of allowed activity codes, under which option within the Configuration component would the customer look?

- A. Global Settings
- B. Threshold Classes
- C. Real Time Statistics
- D. Historical Statistics

Correct Answer: D

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### QUESTION 2

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

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### QUESTION 3

A customer with Avaya Aura Contact Center (AACC) Orchestration Designer wants to create an application flow that checks the following:

1.  
Verify that the skillset is in service.
2.  
Provide a recorded announcement if the skillset is not in service.



3.

Queue to the skillset if the skillset is in service.

4.

Provide a recorded announcement for a welcome message. Which three flow blocks support these requirements? (Choose three.)

- A. Wait
- B. Queue
- C. Output
- D. Input
- E. Logic

Correct Answer: ABC

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#### QUESTION 4

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?

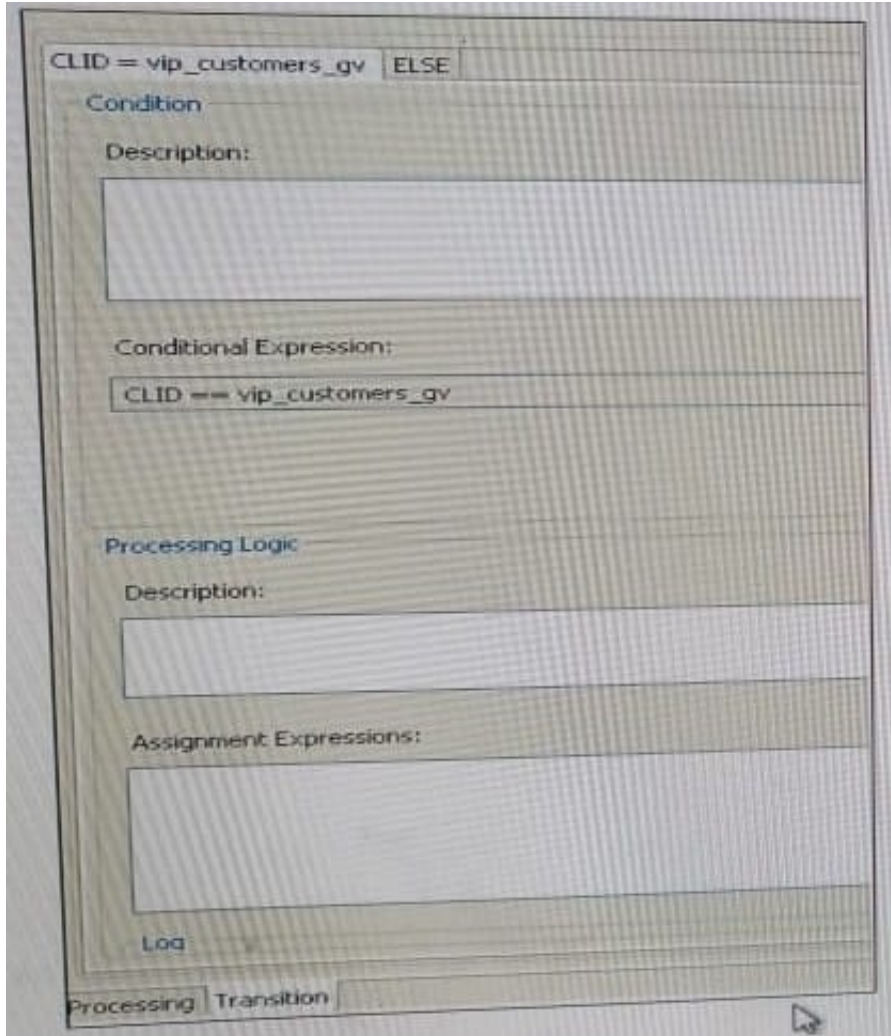
- A. the global variable of the type Date
- B. the call variable of the type Date
- C. the wild call variable of the type Integer
- D. a global or call variable of the type String

Correct Answer: A

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#### QUESTION 5

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

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