



3312^{Q&As}

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**QUESTION 1**

A customer with Avaya Aura Contact Center (AACC) is creating an application flow using a Queue block. This block can be given a unique name to identify it on the flow-Under which tab on the Queue block would the name of the block be assigned?

- A. Transition
- B. Setup
- C. Processing
- D. Queue

Correct Answer: B

QUESTION 2

A customer with Avaya Aura Contact Center (AACC) has five calls waiting in queue for the Customer Service Skillset. An agent becomes available to answer the calls. Which call will be presented to the agent?

- A. the call that has been in the system the longest
- B. the call that has been in queue the longest
- C. the call with the highest priority in the script
- D. the call for which the agent has the highest priority

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

When more than one agent is available to receive a call, the agent with the highest priority in the skillset will receive the call. If more than one agent has the highest priority, the customer would like the call to be presented to the agent who has been idle the longest since their last Automatic Call Distribution/Control Directory Number (ACD/CDN) call.

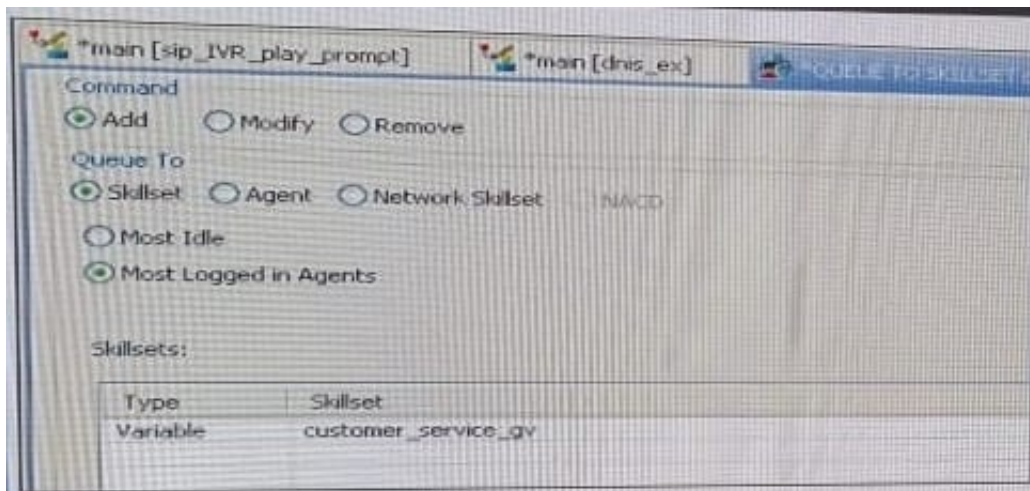
Where is this parameter configured?

- A. Real Time Statistics > Agent Statistics
- B. Historical Statistics > Parameters
- C. Skillset Definition > Call Age Preference
- D. Global Setting > Agent Order Preference

Correct Answer: D

QUESTION 5

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

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