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QUESTION 1

Which function does the Avaya Aura Media Server (AAMS) provide to the Avaya Aura Contact Center (AACC) in a SIP environment?

- A. It supports the Active Directory link to the Computer Telephony Integration (CTI) agent.
- B. It links the Communications Control Toolkit Server to the Contact Center Management Administration (CCMA).
- C. It supports the Avaya Agent Desktop.
- D. It anchors customer calls, announcements, and agent calls to the AAMS conference it created.

Correct Answer: A

QUESTION 2

After queuing a contact to a skillset, how many seconds are recommended that a script should wait?

- A. WAIT 1
- B. WAIT 2
- C. WAIT 4
- D. WAIT 8

Correct Answer: B

QUESTION 3

A customer with Avaya Aura Contact Center (AACC) Manager Server would like to view the differences between the data in the Local View and the data in the Contact Center View, and then resolve the differences so that both views contain the same data.

Which view enables this feature?

- A. the Synchronization View
- B. the Problems View
- C. the Comparison View
- D. the Editor View

Correct Answer: A

**QUESTION 4**

A customer with on Avaya Aura Contact Center Is using the IF THEN ELSE END IF expression in the script.

Given the following section of script:

IF DNIS = SOOO THEN

QUEUE TO SKILLSET customer_service

WAIT 2

ELSF

QUEUE TO SKILLSET general_Info

WAIT 2

END IF

QUEUE TO SKILLSET backup_skillset WAIT 2

Which statement describes what will happen to a caller encountering this section of script?

- A. Callers with DNIS 5000 will queue to customer_service, all other callers will queue to general_info and backup__skillset.
- B. Callers with DNIS 5000 will queue to customer_service and backup_skillset and all other calls will queue to general_info.
- C. Callers with DNIS 5000 will queue to customer_servlce, all other calls will queue to backup_skillset.
- D. Callers with DNIS 5000 will queue to customer_service and backup_skillset, all other callers will queue to general_info and backup,,skillset.

Correct Answer: D

QUESTION 5

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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