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**QUESTION 1**

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 2

A customer with Avaya Aura Contact Center (AACC) wants to assign five agents to a new skill set in the most efficient way possible.

How would the customer assign the agents to the skillset?

- A. Select all five agents from the Agents Details window, then drag and drop them to the new skillset.
- B. Assign the new skillset to those agent's partition.
- C. Use the skillset window from the skillset view to assign multiple agents.
- D. Use the skillset section in the Agent Details window to assign all the agents at the same time to the new skillset.

Correct Answer: B

QUESTION 3

You are building a new call flow that will use hold music, that is stored on the Avaya Aura Media Server (AAMS), while calls are waiting in queue. You created your music folder on AAMS and uploaded the music files to the music folder in the AAMS server successfully.

What needs to be done in the Contact Center Manager Administration (CCMA) server to allow the music to be used in the new call flow?

- A. Create a new music skillset.
- B. Create a route with the name of the music content group on AAMS.
- C. Create a new music Call Presentation Class.



D. Create a new music Control Directory Number (CDN).

Correct Answer: B

QUESTION 4

You just installed a new Avaya Aura Contact Center (AACC) installation and you need to configure it to communicate to the Avaya Aura Media Server (AAMS).

Which configuration options do you need to configure to accomplish this?

- A. Media Servers and Routes
- B. Media Servers and Media Services and Routes
- C. Routes and Contact Types
- D. CDNs (Route Points) and Skillsets

Correct Answer: A

QUESTION 5

A supervisor with Administrator user privileges wants to be able to manage voice prompts and music on the Avaya Aura Media Server (AAMS). Through which Launchpad item can this be accomplished?

- A. Call Recording and Quality Monitoring
- B. Prompt Management
- C. Configuration
- D. Access and Partition Management

Correct Answer: D

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