



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

Avaya Aura Contact Center Administration Exam

## Pass Avaya 3312 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass4itsure.com/3312.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by Avaya  
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



**QUESTION 1**

A customer with Avaya Aura Contact Center (AACC) wants to create a script using intrinsics. The script will be screened using the '\\QUEUED COUNT\\' intrinsic.

Which category of intrinsic is the '\\QUEUED COUNT" intrinsic?

- A. Traffic
- B. Time
- C. Call
- D. Skillset

Correct Answer: A

---

**QUESTION 2**

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 3

A customer with Avaya Aura Contact Center has created a loop in a script application with the following parameters:

1.  
While the caller is in the loop, the customer wants an announcement to play every thirty seconds, and the queued status of the call and the In-service status of the skillset must be evaluated

2.  
If the call is not queued, and if the skillset is out of service, the call will be sent to an out of service announcement

3.  
If the call is not queued and the skillset is in service. It must be re-queued.

What is the proper script syntax to accomplish this requirement?

A. Section wait\_loop IF NOT QUEUED THEN IF OUT OF SERVICE SKILLSET automotive THEN GIVE RAN out\_of\_service\_ran\_gv DISCONNECT END IF END IF GIVE RAN agts\_still\_busy\_ran\_gv WAIT 30

EXECTUTE wait\_loop

B. Section wait\_loop IF NOT QUEUED THEN IF NOT OUT OF SERVICE automotive THEN QUEUE TO SKILLSET automotive WAIT 2 ELSE GIVE RAN out\_of\_service\_ran\_gv DISCONNECT END IF END IF GIVE RAN agts\_still\_bu5y\_ran\_gv WAIT 30 EXECTUTE wait\_loop

C. Section wait\_loop IF QUEUED AND IF OUT OF SERVICE automotive THEN GIVE RAN out\_of\_service\_ran\_gv DISCONNECT END IF END IF GIVE RAN agts\_still\_busy\_ran\_gv WAIT 30 EXECTUTE wait\_loop

D. Section wait\_loop IF NOT QUEUED AND IF NOT OUT OF SERVICE SKILLSET automotive THEN GIVE RAN out\_of\_service\_ran\_gv DISCONNECT END IF END IF GIVE RAN agts\_still\_ran\_gv WAIT 30 EXECUE wait\_loop

Correct Answer: B

---

### QUESTION 4

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 5

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

[3312 Study Guide](#)

[3312 Exam Questions](#)

[3312 Braindumps](#)