



# 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) 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

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### QUESTION 2

A customer with Avaya Aura Contact Center (AACC) wants to create variables for use in script and flow applications.

What are the limitations of creating global and call variables?

- A. maximum 200 global variables, no stated maximum to call variables
- B. maximum 100 global variables, maximum 100 call variables
- C. no stated maximum to global variables, maximum 500 call variables
- D. maximum 1000 global variables, maximum 300 call variables

Correct Answer: B

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### QUESTION 3

When using the Configuration Tool, which user can upload or download data to and from the Contact Center Manager Server?

- A. SYSMON
- B. IUSR\_SWC
- C. iceAdmin
- D. Administrator



Correct Answer: D

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#### QUESTION 4

From which area of the Avaya Agent Desktop can you copy the Customer CLID?

- A. Customer Basic Tab
- B. Customer Intrinsic Tab
- C. Customer Detail Tab
- D. Customer Contact Tab

Correct Answer: B

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#### QUESTION 5

A customer with Avaya Aura Contact Center (AACC) wants callers, who are waiting to be answered by an agent, to hear a series of three different recorded announcements while they are waiting in the queue.

If the customer is still on hold after hearing all three messages, the series of three messages should continue to be repeated until the caller is presented to an agent.

Which section of script would accomplish this scenario?

A. ASSIGN 1 TO loop\_counter\_cv SECTION wait\_loop WHERE loop\_counter\_cv EQUALS VALUE 1: GIVE RAN 15 VALUE 2: GIVE RAN 16 VALUE 3: GIVE RAN 17 DEFAULT: END WHERE ASSIGN loop\_counter\_cv + 1 TO loop\_counter\_cv WAIT 30

EXECUTE wait\_loop

B. ASSIGN 1 TO loop\_counter\_cv SECTION wait\_loop WHERE loop\_counter\_cv EQUALS VALUE 1: GIVE RAN 15 VALUE 2: GIVE RAN 16 VALUE 3: GIVE RAN 17 DEFAULT: ASSIGN 0 TO loop\_counter\_cv END WHERE ASSIGN loop\_counter\_cv + 1 TO loop\_counter\_cv WAIT 30 EXECUTE wait\_loop

C. ASSIGN 1 TO loop\_counter\_cv SECTION wait\_loop WHERE loop\_counter\_cv EQUALS VALUE 1: GIVE RAN 15 VALUE 2: GIVE RAN 16 VALUE 3: GIVE RAN 17 DEFAULT: ASSIGN loop\_counter\_cv + 1 TO loop\_counter\_cv END WHERE WAIT 30 EXECUTE wait\_loop

D. SECTION wait\_loop ASSIGN 1 TO loop\_counter\_cv WHERE loop\_counter\_cv EQUALS VALUE 1: GIVE RAN 15 VALUE 2: GIVE RAN 16 VALUE 3: GIVE RAN 17 DEFAULT: ASSIGN loop\_counter\_cv + 1 TO loop\_counter\_cv END WHERE WAIT 30 EXECUTE wait\_loop

Correct Answer: D

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