3312^{Q&As}

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QUESTION 1

A customer with Avaya Aura Contact Center (AACC) in a SIP environment has added an Avaya Media Aura Server (AAMS) to the Contact Center Management Administration (CCMA). What is the next step in the configuration of the AAMS?

A. The AAMS must be rebooted.

B. Skillsets must be associated to the AAMS.

C. Services such as Announcements and Dialog must be associated to the AAMS.

D. The AAMS must be referenced in Global Settings.

Correct Answer: C

QUESTION 2

A customer with Avaya Aura Contact Center (AACC) uses an Event Handler to monitor for unsolicited events and failed responses. Which statement regarding the Event Handler is true?

A. The event handler can monitor for excessive Not Ready time.

B. The event handler must be the first line on any script.

C. The event handler monitors for music failure.

D. The event handler, if applied on a primary script, does not need to be re-applied on the secondary script.

Correct Answer: C

QUESTION 3

A supervisor with administrative user privileges requires access to create and delete skillsets through the configuration component. Where are the create and delete permissions assigned?

A. Report Groups

B. Access Class

C. Launchpad Items

D. Standard Partition

E. User Defined Partition

Correct Answer: A

QUESTION 4

Which three tasks can you perform from the Avaya Agent Browser? (Choose three.)

A. Enter After Call Work Codes

B. Call Customer

C. Call Supervisor

D. Enter Activity Codes

E. Enter Call Notes

Correct Answer: ADE

QUESTION 5

Some variables can have a list or range of values instead of only a single value. On creation of these global variables the class type set is selected. Which three variables types support this class type? (Choose three.)

A. Skillset

B. Music

C. Agent Identification (Agent_ID)

D. Day

E. Integer

Correct Answer: ADE