



# 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) Orchestration Designer opens the Contact Router for the first time by right clicking the Master Script. Which options are available?

- A. Open/Open in Flow Editor
- B. Open in text editor/Open in flow editor
- C. Open application/Edit application
- D. Open Edit/Open View

Correct Answer: A

---

**QUESTION 2**

A supervisor with Avaya Aura Contact Center (AACC) would like to create a custom Application Display. The data fields available fall into three categories: cumulative, fixed, and instantaneous.

What is an example of a fixed data field?

- A. Service Level Threshold
- B. Average Answered Delay
- C. Application Name
- D. Calls Waiting

Correct Answer: B

---

**QUESTION 3**

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 4**

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 5**

A customer with Avaya Aura Contact Center (AACC) has a list of holidays that change on a yearly basis. The holidays are defined as variables in a specific variable list. This list of variables is referenced on multiple applications. Once a year, an administrator updates the list with new holiday dates, which results in the applications recognizing the new dates.

Which category and type of variable will the administrator modify in the variable table to accomplish this?

- A. the global variable of the type Date
- B. the call variable of the type Date
- C. the wild call variable of the type Integer
- D. a global or call variable of the type String

Correct Answer: A