Vendor: Avaya

Exam Code: 3300

Exam Name: Avaya Aura Contact Center Administration Exam

Version: Demo

QUESTION NO: 1

A customer with Avaya Contract Center in SIP environment would like to add voice processing commands to an application.

Which block would be required?

A. IVR
B. Treatment
C. Output
D. Input

Answer: D

QUESTION NO: 2

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_stlll_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 walt_loop

Answer: B

QUESTION NO: 3

A customer is using the intrinsic Call Rate in & script. For what Information is the system looking when the Call Rate Intrinsic is used?

A. the number of contacts that entered the system in the last 10 minutes

B. the total number of active calls in the system

C. the number of calls that entered the system in the last 10 minutes

D. the number of calls answered in the preceding 10 minutes

Answer: A

QUESTION NO: 4

A customer with Avaya Aura Contact Center wants to see in a report the percentage of calls being answered in the automotive skillset in 20 seconds or less. What would need to be programmed to obtain this data?

A. Create an application threshold class, set the Level 1 %Servlce_Level_S Threshold to 20, the Level 2 %Servlce_Level_S threshold to 30, and assign the threshold class to the automotive ski 11 set.

B. Create a skillset threshold class, set the Level 1 %Service_Level_S Threshold lo 10, the Level 2% Service_Level_S Threshold to 20 and assign the threshold class to the automotive skillset.

C. Create an application threshold class, set the Level 1 Service Level Threshold to 20, and assign the threshold class to the automotive skillset.

D. Create a skillset threshold class, set the Level 1 Service Level Threshold to 20, and assign the threshold class to the automotive skillset.

Answer: C

QUESTION NO: 5

A customer with Avaya Aura Contact Center will use the Contact Router for all calls entering the system. What is one function of the Contact Router?

A. It links agents to applications.

B. It links skillsets to applications.

C. It links Intrlnslcs to applications.

D. It links Control Directory Numbers (CDN) to applications.

Answer: D

Which statement regarding scripts is true?

A. A secondary script is the only place treatments can be applied to the call.
B. A primary script is referenced directly from the Master script, otherwise It Is a secondary script.
C. A primary script is the only place that call variables can be assigned.
D. Secondary and primary scripts are exactly the same.

Answer: B

QUESTION NO: 7

Which two commands can update the value of a call variable? (Choose two.)

A. GIVE
B. READVAR
C. ASSIGN TO
D. COLLECT DIGITS
E. SEND REQUEST

Answer: B,D

QUESTION NO: 8

How many seconds are recommended that a script should wait after queuing a contact to a skillset?

A. WAIT 1
B. WAIT 2
C. WAIT 4
D. WAIT 8

Answer: A

A customer with Avaya Aura Contact Center has written a script application. The Problem View Is showing a syntax error with the following area of script:

IF DAY OF WEEK EQUALS MONDAY..FRIDAY THEN

What is the correct syntax required for this application?

A. IF DAYS OF WEEK EQUALS MONDAY..FRIDAY THEN
B. IF DAY OF WEEK EQUAI S MON..FRI THEN
C. IF DAY OF WEEK - MONDAY FRIDAY THEN
D. IF DAY OF WEEK = MONDAY..FRIDAY THEN

Answer: D

QUESTION NO: 10

A supervisor with Avaya Aura Contact Center would like to create a custom Application Display The data fields available are cumulative, fixed, and instantaneous.

What is an example of a cumulative data field?

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

Answer: B

QUESTION NO: 11

You just installed a new Avaya Aura Contact Center (AACC) Installation and you need to configure it to talk to the Avaya Media Server (Avaya MS).

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

A. Media Servers and Routes
B. Media Servers and Media Service and Routes
C. Routes and Contact Types
D. CONs (Route Points) and Skillsets

Answer: B

QUESTION NO: 12

X customer with Avaya Aura Contact Center wants to create variables for use In script and flow applications.

What are the limitations of creating global and call variables?

A. Maximum 100 global variables, maximum 100 call variables
B. No stated maximum to global variables, maximum 100 call variables
C. Maximum 100 global variables, No stated maximum to call variables
D. Maximum 1000 global variables, maximum 100 call variables

Answer: C

QUESTION NO: 13

Besides creating SQL statements that can be executed within scripts, what is another use of the database Integration wizard?

A. It can be used to define variables.
B. It can be used to store scripts.
C. It can be used to integrate scripts with web services.
D. It can be used to define SCE blocks.

Answer: A

QUESTION NO: 14

A customer with Avaya Aura Contact Center wants to create a script using Intrinsic. The script will contain screening based on the how many calls are currently queued.

Which category of Intrinsic would be used to accomplish this?

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

Answer: D

QUESTION NO: 15

An agent In Avaya Aura Contact Center steps away from the phoneset without logging out or going into Not Ready- Upon return. It is discovered that the telephone has been logged out.

What is the most likely explanation?

A. The "Longest Idle since Last ACD/CDN" calls expired, logging out the telephone.
B. The Call Presentation Class "Return To Queue" was enabled for this telephone, a call was presented and returned to the queue while the agent was away and the Logout option was assigned for After "Return to Queue, Make Phone set".
C. The Call Presentation Class "After Call Break for N seconds" was enabled for this telephone, and the telephone was forced logged out.
D. The "Longest Idle since Login" expired, logging out the telephone.

Answer: B

QUESTION NO: 16

A supervisor with Avaya Aura Contact Center wants to setup a requirement for the Calls Waiting column on a Sklllset Display to update in yellow when three or four calls are in queue, and red when five or more calls are in queue for the Customer Service Sklllset.

Which three areas of Contact Center Administration must be configured to accomplish this goal? (Choose three.)

A. Create a Sklllset Threshold Class, assign 3 to Level 1, and 5 to Level 2 for Calls Waiting.
B. Open a Standard Skillset Display, assign yellow highlighting to level 1 of the Calls Waiting column, and red to level 2 of the Calls Waiting column,
C. Assign Sklllset Threshold Class to Customer Service Skillset.
D. Create a custom formula for Calls Waiting.
E. Create a custom Skillset Display, assign yellow highlighting to level 1 of the Calls Waiting column, and red to level 2 of the Calls Waiting column.

Answer: B,C,E

QUESTION NO: 17

A customer with Avaya Aura Contact Center has created a script application. The customer would like to convert this script application into a flow application.

Which two statements regarding converting scripts are true? (Choose two.)

A. The original script application must be In the Contact Center View.
B. The original script application must be In the Local View.
C. The conversion of the script to a flow results in only one APPLICATION, the flow version.
D. The conversion of a script to a flow results in two scripts, the original script version and the new flow version.

Answer: B,D

QUESTION NO: 18

A supervisor In an Avaya Aura Contact Center SIP environment would like to play an announcement and collect digits from a caller using the following TFE command:

GIVE IVR WITH VXML TREATMENT voicexml PARAMETERS

What are two Inputs after the PARAMETERS command? (Choose two.)

A. prompttoplay
B. _c_play_and_collect
C. GIVE IVR WITH VXML TREATMENT

D. Numberofdigits
E. ASSIGN "please enter account number.wav"

Answer: A,D

QUESTION NO: 19

A customer with Avaya Aura Contact Center requires a real time report that will show up to 15 minutes of real time data on the screen, allowing the supervisor to identify trends as they emerge.

Which Real Time Display would accomplish this?

A. Agent Map
B. Billboard Collection
C. Interval to Date Display
D. Time Line Display

Answer: A

QUESTION NO: 20

A customer would like incoming calls to queue to the skillset with the most agents in service. Which intrinsic would accomplish this?

A. MOST LOGGED AGENTS
B. OLDEST
C. LOGGED OUT AGENT
D. LOGGED AGENT COUNT

Answer: B

QUESTION NO: 21

A customer with Avaya Aura Contact Center 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. Problems View
B. Synchronization View
C. Comparison View
D. Editor View

Answer: A

QUESTION NO: 22

A customer with Avaya Aura Contact Center wants to create a script In the Local View. Which three statements are true regarding the Local View? (Choose three.)

A. The Local View can be populated with Contact Center View data.
B. Application Manager Data added to the Local View is automatically updated in the Contact Center View.
C. The Local View can be launched as a stand-alone option from an executable on a user's machine.
D. By default, when the Local View is initially opened it includes the same data as the Contact Center View.
E. New applications created In the Local View may be added to the Contact Center View using the Synchronization View.

Answer: B,C,E

QUESTION NO: 23

A customer with Avaya Aura Contact Center 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 queue.

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: ASSIGN loop_counter_cv + 1 TO loop_counter_cv
END WHERE
WAIT 30
EXECUTE watt_loop
B.
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 watt_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 0 TO loop_counter cv
END WHERE
ASSIGN loop_counter__cv + 1 TO loop__counter_cv
WAIT 30
EXECUTE wait_loop
D.
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

Answer: C

QUESTION NO: 24

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