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Avaya Aura Contact Center Administration Exam

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**QUESTION 1**

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 2

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 3

A customer with Avaya Aura Contact Center (AACC) has created a script application. The customer would like to convert this script application into a now application. Which statement regarding converting scripts is true?

- A. Only an administrator logged in with webadmin credentials can perform the conversion.
- B. The original script application must be in the Contact Center View.
- C. The original script application must be in the Local View.
- D. The conversion of a script to a flow results in two scripts, the original script version and the new flow version.



Correct Answer: C

QUESTION 4

A customer with Avaya Aura Contact Center (AACC) 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. Time Line Display
- B. Interval to Date Display
- C. Billboard Collection
- D. Agent Map

Correct Answer: D

QUESTION 5

When agents finish with a call, and if there are calls waiting, the next call rings immediately on the agent's telephone set. The supervisor would like the agents to have 30 seconds before the next call is presented to the agent.

Which call presentation class option is needed to accomplish this requirement?

- A. Presentation Option: Call Force
- B. Presentation Option: Return to Queue
- C. Presentation Option: After Call Break for N seconds:
- D. Presentation Option: Put DN on hold to answer call

Correct Answer: D

QUESTION 6

A customer with Avaya Aura Contact Center (AACC) has opened the Skillset View in the Contact Center Management component. Which task can be performed from this view?

- A. Create a new skillsets.
- B. Delete a supervisor.
- C. Add a skillset to a script.
- D. Schedule an Agent to Skillset assignment.



Correct Answer: A

QUESTION 7

A customer with Avaya Aura Contact Center (AACC) has lost their administrator and therefore must create a Contact Center Management supervisor who can also log into the Contact Center Manager Administration (CCMA) as an administrative user, in the interim until the administrator can be replaced. The customer wants the supervisor definition to be linked to the Contact Center Manager Administrative User definition.

What needs to be done to link the supervisor definition to a web administrative user definition?

- A. In Contact Center Management, first create a new supervisor, and under CCMA Login Account Details, assign User Name and Password. Then in Access and Partition Management assign that supervisor a user type of Administrator.
- B. Create a new user in Access and Partition Management, and assign a password.
- C. Create a new user in Access and Partition Management, assign User Type Administrator, and assign a password.
- D. In Contact Center Management, create a new supervisor, and assign Administrator Voice URI.

Correct Answer: C

QUESTION 8

A customer with Avaya Aura Contact Center (AACC) would like to use expressions in their script.

When used in a script application, which three expressions require an accompanying END expression? (Choose three.)

- A. SECTION
- B. IF
- C. GIVE IVR
- D. WHERE EQUALS
- E. EVENT HANDLER

Correct Answer: BDE

QUESTION 9

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

QUESTION 10

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 %Service_Level_S Threshold to 20, the Level 2 %Service_Level_S threshold to 30, and assign the threshold class to the automotive skill 11 set.

B. Create a skillset threshold class, set the Level 1 %Service_Level_S Threshold to 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.

Correct Answer: D

QUESTION 11

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

QUESTION 12

A supervisor with read/update/create/delete skillsets capability is trying to delete a skillset from the skillset page under the Configuration component.

The error message indicates that the skillset is in use and must be removed from anything referencing it, before it can be deleted from Contact Center Manager Server (CCMS).



Which two places should the supervisor look for these references? (Choose two.)

- A. Real Time Statistics > Skillset Statistics
- B. Historical Statistics > Parameters
- C. Contact Center Management > Agent Definition
- D. Orchestration Designer > Scripts and Flows

Correct Answer: C

QUESTION 13

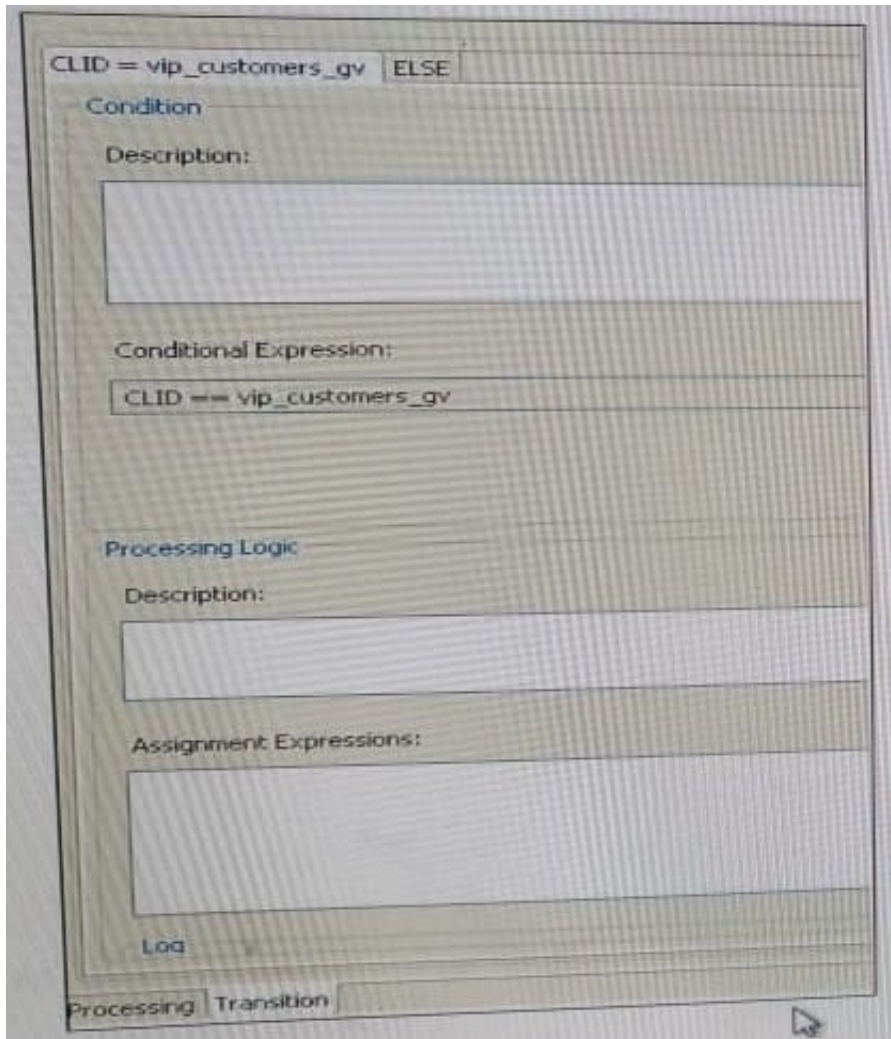
A customer with Avaya Aura Contact Center (AACC) needs to create a new Supervisor who will also be a Contact Center Manager Administration (CCMA) user. Which field on the supervisor definition page must be completed to simultaneously create a supervisor and a CCMA user?

- A. User type
- B. Login ID
- C. Create CCT Agent
- D. CCMA Login Account Details

Correct Answer: D

QUESTION 14

Refer to the exhibit.



The logic block in the exhibit references a CLID intrinsic vip_customers_gv.

Which type of intrinsic uses CLID data to determine routing?

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

Correct Answer: C

QUESTION 15

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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