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QUESTION 1

A customer with Avaya Aura Contact Center (AACC) is attempting to add a new activity code to the system, but receives a system error stating that the maximum number of activity codes allowed has been exceeded.

To determine the maximum number of allowed activity codes, under which option within the Configuration component would the customer look?

- A. Global Settings
- B. Threshold Classes
- C. Real Time Statistics
- D. Historical Statistics

Correct Answer: D

QUESTION 2

You just installed a new Avaya Aura Contact Center (AACC) installation and you need to configure it to communicate to the Avaya Aura Media Server (AAMS).

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

- A. Media Servers and Routes
- B. Media Servers and Media Services and Routes
- C. Routes and Contact Types
- D. CDNs (Route Points) and Skillsets

Correct Answer: A

QUESTION 3

A customer with Avaya Aura Contact Center (AACC) launches Orchestration Designer (OD) and the OD displays four views.

Which view provides a snapshot of the latest and most up-to-date data from the AACC?

- A. the Contact Center Manager Administration View
- B. the Synchronization View
- C. the Contact Center View



D. the Local View

Correct Answer: C

QUESTION 4

A customer with Avaya Aura Contact Center (AACC) has five calls waiting in queue for the Customer Service Skillset. An agent becomes available to answer the calls. Which call will be presented to the agent?

- A. the call that has been in the system the longest
- B. the call that has been in queue the longest
- C. the call with the highest priority in the script
- D. the call for which the agent has the highest priority

Correct Answer: A

QUESTION 5

After queuing a contact to a skillset, how many seconds are recommended that a script should wait?

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

Correct Answer: B

QUESTION 6

Refer to the exhibit.



Routes

	Name	Number	Threshold Class
	Default_Route	999	Route_Template
	xx_agents_busy	21	Route_Template
	xx_agts_still_busy	22	Route_Template
	xx_CallCenterClosed	23	Route_Template
	xx_CallsRecorded	24	Route_Template
	xx_YouEntered	25	Route_Template
	xx_pop	26	Route_Template
	*		

The data in the exhibit are found in the Route Definition window under the Configuration component of Avaya Aura Contact Center (AACC) for a SIP-based Contact Center with an Avaya Aura Media Server. Which statement correctly describes how the Route Number field is used?

- A. The route number must match a route created in the telephone system.
- B. The route number must match a variable name in the Orchestration Designer.
- C. The route number must be defined in global settings before it can be referenced in Route Definition.
- D. The route number is used in scripting to reference a specific recording or music.

Correct Answer: C

QUESTION 7

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 8

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 9

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 10

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

QUESTION 11

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 12

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.

Correct Answer: ADE

QUESTION 13

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



QUESTION 14

A customer with an Avaya Aura Contact Center (AACC) would like to implement emergency routing in a flow application using the Locked Variable and Locked Assignment commands.

Which block is used to implement emergencies using locked variables and locked assignment commands?

- A. Queue Block
- B. Logic Block
- C. Treatment Block
- D. Anchor Block

Correct Answer: A

QUESTION 15

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

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