



3312^{Q&As}

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QUESTION 1

A customer with an Avaya Aura Contact Center (AACC) has been notified that due to bad weather the contact center will not be opening today. The customer would like to remotely implement an announcement to explain the reason for the unscheduled closure, and is going to use a Boolean variable to accomplish this.

Which two statements regarding a Boolean variable are true? (Choose two.)

- A. A Boolean variable is a variable of the type TRUE/FALSE.
- B. A Boolean variable is a variable of the type ON/OFF.
- C. A Boolean variable can be used on a Master Script, a Primary Script or a Secondary Script.
- D. A Boolean variable cannot be used in a loop.

Correct Answer: AC

QUESTION 2

Which task can the supervisor perform in the Real-Time Displays window under the Change Mode column?

- A. Force the agent into Not Ready and select an existing Not Ready Reason Code.
- B. Force the agent into Not Ready and select an existing After Call Work Code.
- C. Force the agent to login.
- D. Force the agent to logout.

Correct Answer: A

QUESTION 3

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 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

The administrator has created a primary flow application that will point to a secondary flow application. From the block palette, which block is used to point one script to another?

- A. Anchor Block
- B. Logic Block
- C. Reference Block
- D. Anonymous Block

Correct Answer: D

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