



3312^{Q&As}

Avaya Aura Contact Center Administration Exam

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QUESTION 1

A customer with Avaya Aura Contact Center (AACC) 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..FR1DAY 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

Correct Answer: D

QUESTION 2

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 3

A customer with Avaya Aura Contact Center (AACC) Orchestration Designer wants to create an application flow that checks the following:

1.
Verify that the skillset is in service.
2.
Provide a recorded announcement if the skillset is not in service.
3.
Queue to the skillset if the skillset is in service.



4.
Provide a recorded announcement for a welcome message. Which three flow blocks support these requirements?
(Choose three.)

- A. Wait
- B. Queue
- C. Output
- D. Input
- E. Logic

Correct Answer: ABC

QUESTION 4

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 5

A customer with Avaya Aura Contact Center (AACC) wants to create a script using intrinsics. The script will be screened using the `\\QUEUED COUNT\\` intrinsic.

Which category of intrinsic is the `\\QUEUED COUNT"` intrinsic?

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



D. Skillset

Correct Answer: A

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