



3312^{Q&As}

Avaya Aura Contact Center Administration Exam

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QUESTION 1

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 ski 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 2

A customer wants to measure the system-wide Contact Center traffic, not just traffic on an individual skillset or application basis.

Which category of intrinsic would provide this information?

- A. Open Queue
- B. Traffic
- C. Call
- D. Time

Correct Answer: D

QUESTION 3

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 4

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 5

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

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