

3312^{Q&As}

Avaya Aura Contact Center Administration Exam

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QUESTION 1

A customer with Avaya Aura Contact Center (AACC) wants to create variables for use in script and flow applications.

What are the limitations of creating global and call variables?

- A. maximum 200 global variables, no stated maximum to call variables
- B. maximum 100 global variables, maximum 100 call variables
- C. no stated maximum to global variables, maximum 500 call variables
- D. maximum 1000 global variables, maximum 300 call variables

Correct Answer: B

QUESTION 2

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 3

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?

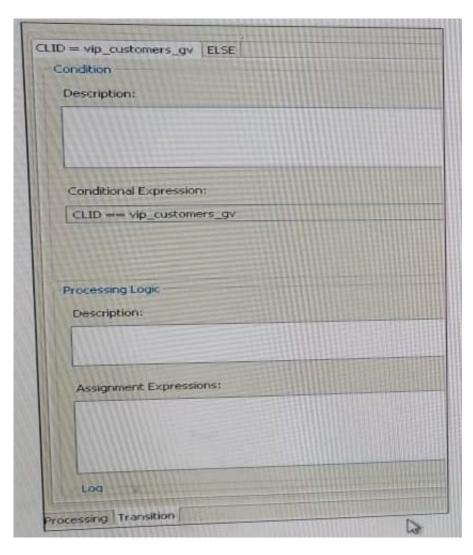
- A. Queue Block
- B. Logic Block
- C. Treatment Block
- D. Anchor Block

Correct Answer: A



QUESTION 4

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



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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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