



# 3312<sup>Q&As</sup>

Avaya Aura Contact Center Administration Exam

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### QUESTION 1

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

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### QUESTION 2

Which function does the Avaya Aura Media Server (AAMS) provide to the Avaya Aura Contact Center (AACC) in a SIP environment?

- A. It supports the Active Directory link to the Computer Telephony Integration (CTI) agent.
- B. It links the Communications Control Toolkit Server to the Contact Center Management Administration (CCMA).
- C. It supports the Avaya Agent Desktop.
- D. It anchors customer calls, announcements, and agent calls to the AAMS conference it created.

Correct Answer: A

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### QUESTION 3

A customer with Avaya Aura Contact Center (AACC) needs to create a new Contact Center Management supervisor in a SIP environment? Which field is mandatory for a Contact Center Management supervisor in a SIP environment?

- A. Password
- B. Language
- C. Skillset
- D. Login ID
- E. Call Presentation Class



Correct Answer: D

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#### QUESTION 4

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

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#### 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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