



3312^{Q&As}

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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.

CLID = vip_customers_gv ELSE

Condition

Description:

Conditional Expression:

CLID == vip_customers_gv

Processing Logic

Description:

Assignment Expressions:

Log

Processing Transition

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



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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