



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

Avaya Aura Contact Center Administration Exam

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### QUESTION 1

A customer with Avaya Aura Contact Center (AACC) has created a script application. The customer would like to convert this script application into a now application. Which statement regarding converting scripts is true?

- A. Only an administrator logged in with webadmin credentials can perform the conversion.
- B. The original script application must be in the Contact Center View.
- C. The original script application must be in the Local View.
- D. The conversion of a script to a flow results in two scripts, the original script version and the new flow version.

Correct Answer: C

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### QUESTION 2

You are building a new call flow that will use hold music, that is stored on the Avaya Aura Media Server (AAMS), while calls are waiting in queue. You created your music folder on AAMS and uploaded the music files to the music folder in the AAMS server successfully.

What needs to be done in the Contact Center Manager Administration (CCMA) server to allow the music to be used in the new call flow?

- A. Create a new music skillset.
- B. Create a route with the name of the music content group on AAMS.
- C. Create a new music Call Presentation Class.
- D. Create a new music Control Directory Number (CDN).

Correct Answer: B

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### QUESTION 3

Refer to the exhibit.



Routes			
	Name	Number	Threshold Class
	Default_Route	999	Route_Template
	xx_agents_busy	21	Route_Template
	xx_agts_still_busy	22	Route_Template
	xx_CallCenterClosed	23	Route_Template
	xx_CallsRecorded	24	Route_Template
	xx_YouEntered	25	Route_Template
	xx_pop	26	Route_Template
	*		

The data in the exhibit are found in the Route Definition window under the Configuration component of Avaya Aura Contact Center (AACC) for a SIP-based Contact Center with an Avaya Aura Media Server. Which statement correctly describes how the Route Number field is used?

- A. The route number must match a route created in the telephone system.
- B. The route number must match a variable name in the Orchestration Designer.
- C. The route number must be defined in global settings before it can be referenced in Route Definition.
- D. The route number is used in scripting to reference a specific recording or music.

Correct Answer: C

#### 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) 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

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