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Avaya Aura Contact Center Administration Exam

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QUESTION 1

A customer with Avaya Aura Contact Center (AACC) has lost their administrator and therefore must create a Contact Center Management supervisor who can also log into the Contact Center Manager Administration (CCMA) as an administrative user, in the interim until the administrator can be replaced. The customer wants the supervisor definition to be linked to the Contact Center Manager Administrative User definition.

What needs to be done to link the supervisor definition to a web administrative user definition?

- A. In Contact Center Management, first create a new supervisor, and under CCMA Login Account Details, assign User Name and Password. Then in Access and Partition Management assign that supervisor a user type of Administrator.
- B. Create a new user in Access and Partition Management, and assign a password.
- C. Create a new user in Access and Partition Management, assign User Type Administrator, and assign a password.
- D. In Contact Center Management, create a new supervisor, and assign Administrator Voice URI.

Correct Answer: C

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

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

A customer with Avaya Aura Contact Center (AACC) will use the Contact Router for all calls entering the system. What is one function of the Contact Router?

- A. It can link intrinsics to applications.
- B. It can link agents to applications.
- C. It can link skillsets to applications.
- D. It can link Control Directory Numbers (CDN) to applications.

Correct Answer: C

QUESTION 5

A customer with Avaya Aura Contact Center (AACC) in a SIP environment has added an Avaya Media Aura Server (AAMS) to the Contact Center Management Administration (CCMA). What is the next step in the configuration of the AAMS?

- A. The AAMS must be rebooted.
- B. Skillsets must be associated to the AAMS.
- C. Services such as Announcements and Dialog must be associated to the AAMS.
- D. The AAMS must be referenced in Global Settings.

Correct Answer: C

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