



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

Avaya Aura Contact Center Administration Exam

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#### QUESTION 1

When using a host block within a call flow, to what does the Provider ID value refer?

- A. This is the HDX Connection Provider ID set within the database integration wizard.
- B. This is the SQL Statement ID set within the database integration wizard.
- C. This is the license identifier of the Avaya Aura Contact Center (AACC) base Contact Center Manager Server (CCMS) license.
- D. This is the caller's telephone number.

Correct Answer: A

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#### QUESTION 2

An administrator creating a flow application realizes that a skillset required for the application has not been created.

Which statement about adding the skillset is true?

- A. The only way to add a skillset is through the Configuration Component.
- B. It can be added through the Application Variable folder in the Orchestration Designer tool.
- C. It can be added through the Applications folder in the Orchestration Designer tool.
- D. It can be added through the Application Manager Data folder In the Orchestration Designer tool.

Correct Answer: C

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#### QUESTION 3

Which task can the supervisor perform in the Real-Time Displays window under the Change Mode column?

- A. Force the agent into Not Ready and select an existing Not Ready Reason Code.
- B. Force the agent into Not Ready and select an existing After Call Work Code.
- C. Force the agent to login.
- D. Force the agent to logout.

Correct Answer: A

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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) 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

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