



3312^{Q&As}

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QUESTION 1

Which statement regarding scripts is true?

- A. A primary script is the only place that call variables can be assigned.
- B. A secondary script is the only place treatments can be applied to the call.
- C. A primary script is referenced directly from the Master script, otherwise it is a secondary script.
- D. Only a single secondary script allowed per application.

Correct Answer: C

QUESTION 2

A customer with Avaya Aura Contact Center (AACC) wants to assign five agents to a new skill set in the most efficient way possible.

How would the customer assign the agents to the skillset?

- A. Select all five agents from the Agents Details window, then drag and drop them to the new skillset.
- B. Assign the new skillset to those agent's partition.
- C. Use the skillset window from the skillset view to assign multiple agents.
- D. Use the skillset section in the Agent Details window to assign all the agents at the same time to the new skillset.

Correct Answer: B

QUESTION 3

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



QUESTION 4

The manager of the Customer Service Department wants calls into the Customer Service Application to be answered in 20 seconds or less, and wants to see what percentage of calls are meeting this objective by watching real-time displays. Where would the Contact Center Manager Administration (CCMA) establish this 20 second cutoff point?

- A. Historical Statistics
- B. Real Time Statistics
- C. Real Time Reporting
- D. Application Threshold Class

Correct Answer: D

QUESTION 5

A supervisor with read/update/create/delete skillsets capability is trying to delete a skillset from the skillset page under the Configuration component.

The error message indicates that the skillset is in use and must be removed from anything referencing it, before it can be deleted from Contact Center Manager Server (CCMS).

Which two places should the supervisor look for these references? (Choose two.)

- A. Real Time Statistics > Skillset Statistics
- B. Historical Statistics > Parameters
- C. Contact Center Management > Agent Definition
- D. Orchestration Designer > Scripts and Flows

Correct Answer: C

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