3312^{Q&As}

Avaya Aura Contact Center Administration Exam

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QUESTION 1

Given the following namespace: mycustomer.com | en_us | ad_hoc_messages | music_on_hold | out_of_hours To enable in-queue announcements to be played, into which content group would the prompts be uploaded?

A. out_of_hours

B. music_on_hold

C. ad_hoc_messages

D. en_us

Correct Answer: D

QUESTION 2

A customer with an Avaya Aura Contact Center (AACC) has been notified that due to bad weather the contact center will not be opening today. The customer would like to remotely implement an announcement to explain the reason for the unscheduled closure, and is going to use a Boolean variable to accomplish this.

Which two statements regarding a Boolean variable are true? (Choose two.)

A. A Boolean variable is a variable of the type TRUE/FALSE.

B. A Boolean variable is a variable of the type ON/OFF.

C. A Boolean variable can be used on a Master Script, a Primary Script or a Secondary Script.

D. A Boolean variable cannot be used in a loop.

Correct Answer: AC

QUESTION 3

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

QUESTION 4

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

QUESTION 5

Refer to the exhibit.

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 6

A customer with Avaya Aura Contact Center has created a loop in a script application with the following parameters:

1.

While the caller is in the loop, the customer wants an announcement to play every thirty seconds, and the queued status of the call and the In-service status of the skillset must be evaluated

2.

If the call is not queued, and if the skillset is out of service, the call will be sent to an out of service announcement

3.

If the call is not queued and the skillset is in service. It must be re-queued.

What is the proper script syntax to accomplish this requirement?

A. Section wait_loop IF NOT QUEUED THEN IF OUT OF SERVICE SKILLSET automotive THEN GIVE RAN out_of_service_ran_gv DISCONNECT END IF END IF GIVE RAN agts_stlll_busy_ran_gv WAIT 30

EXECTUTE wait_loop

B. Section wait_loop IF NOT QUEUED THEN IF NOT OUT OF SERVICE automotive THEN QUEUE TO SKILLSET automotive WAIT 2 ELSE GIVE RAN out_of_service_ran_gv DISCONNECT END IF END IF GIVE RAN agts_still_bu5y_ran_gv WAIT 30 EXECTUTE wait_loop

C. Section wait_loop IF QUEUED AND IF OUT OF SERVICE automotive THEN GIVE RAN out_of_service_ran_gv DISCONNECT END IF END IF GIVE RAN agts_still_busy_ran_gv WAIT 30 EXECTUTE wait_loop

D. Section wait_loop IF NOT QUEUED AND IF NOT OUT OF SERVICE SKILLSET automotive THEN GIVE RAN out_of_service_ran_gv DISCONNECT END IF END IF GIVE RAN agts_still_ran_gv WAIT 30 EXECUE walt_loop

Correct Answer: B

QUESTION 7

A supervisor with Administrator user privileges wants to be able to manage voice prompts and music on the Avaya Aura Media Server (AAMS). Through which Launchpad item can this be accomplished?

A. Call Recording and Quality Monitoring

B. Prompt Management

C. Configuration

D. Access and Partition Management

Correct Answer: D

QUESTION 8

Refer to the exhibit.

According to the User Definition for Susan Gordon shown in the exhibit, which statement regarding her capabilities is correct?

A. Susan can change her user name and password.

B. Susan can bulk load data through the Configuration spreadsheets.

C. Susan will have access to Real Time Reporting on her launchpad.

D. Susan can add, delete, and edit Control Directory Numbers (CDN).

Correct Answer: C

QUESTION 9

A customer with Avaya Aura Contact Center (AACC) would like to use expressions in their script.

When used in a script application, which three expressions require an accompanying END expression? (Choose three.)

A. SECTION

B. IF

C. GIVE IVR

D. WHERE EQUALS

E. EVENT HANDLER

Correct Answer: BDE

QUESTION 10

A customer with Avaya Aura Contact Center (AACC) Orchestration Designer wants to create an application flow that checks the following:

1.

Verify that the skillset is in service.

2.

Provide a recorded announcement if the skillset is not in service.

3.

Queue to the skillset if the skillset is in service.

4.

Provide a recorded announcement for a welcome message. Which three flow blocks support these requirements? (Choose three.)

A. Wait

B. Queue

C. Output

D. Input

E. Logic

Correct Answer: ABC

QUESTION 11

From which area of the Avaya Agent Desktop can you copy the Customer CLID?
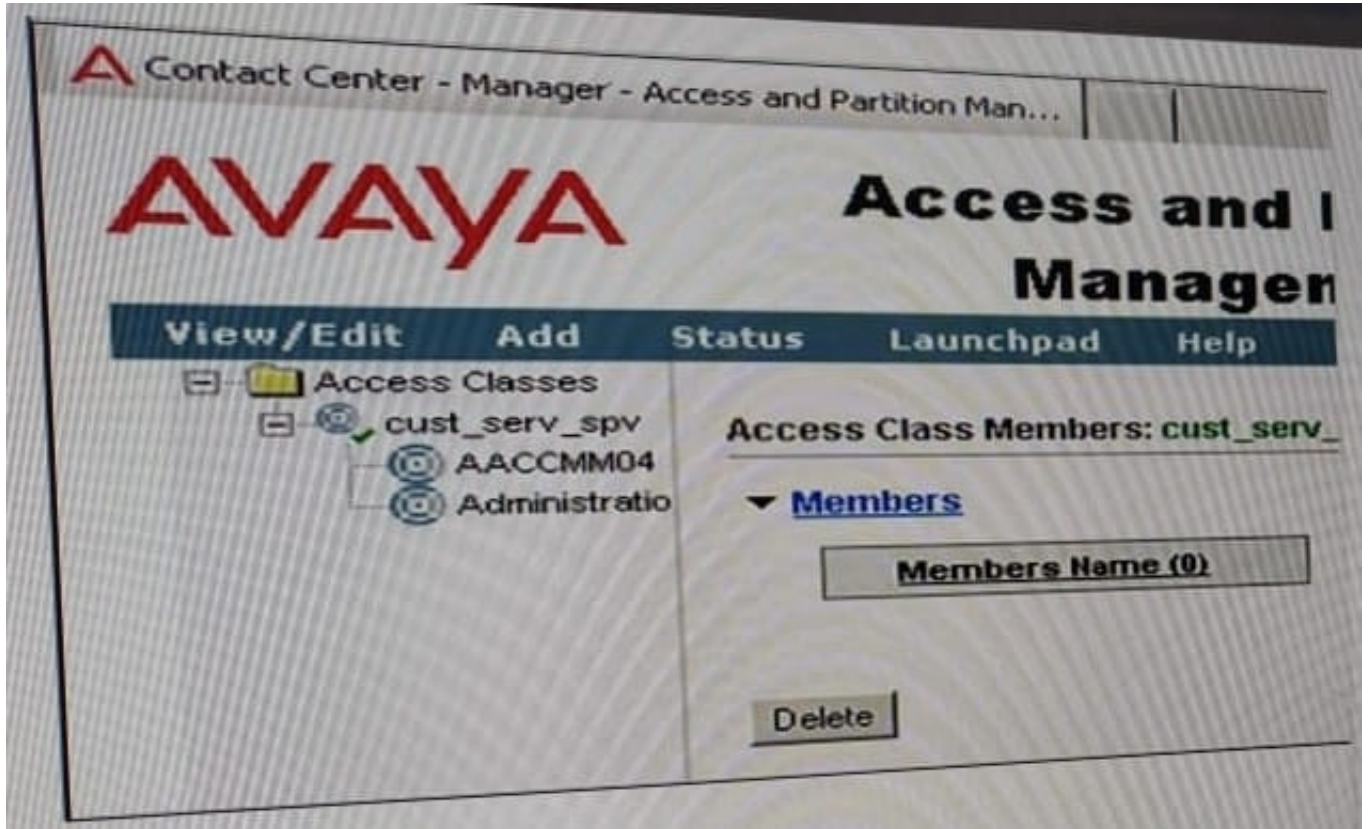
A. Customer Basic Tab

B. Customer Intrinsics Tab

C. Customer Detail Tab

D. Customer Contact Tab

Correct Answer: B

QUESTION 12

Refer to the exhibit.

The graphic shows an Access Class, cust_serv_spv, and the two components that comprise the Access Class definition, the contact Center Manager Server (CCMS) AACCMM04, and the Administration. Permissions levels ate granted to items within the launchpad through the creation of an Access Class.

If the supervisor has access to every item on the Launchpad, and if no permissions are granted under the Administration option what would be the result of access restriction for the user assigned to that Access Class?

A. The user would not be able to access the Audit Trail from the Launchpad.

B. The user would not be able to acquire Control Directory Numbers (CDN).

C. The user would not be able to create new administrative users.

D. The user would not be able to configure new agents.

Correct Answer: C

QUESTION 13

A customer with Avaya Aura Contact Center (AACC) launches Orchestration Designer (OD) and the OD displays four

views.

Which view provides a snapshot of the latest and most up-to-date data from the AACC?

A. the Contact Center Manager Administration View

B. the Synchronization View

C. the Contact Center View

D. the Local View

Correct Answer: C

QUESTION 14

A customer with Avaya Aura Contact Center (AACC) Orchestration Designer opens the Contact Router for the first time by right clicking the Master Script. Which options are available?

A. Open/Open in Flow Editor

B. Open in text editor/Open in flow editor

C. Open application/Edit application

D. Open Edit/Open View

Correct Answer: A

QUESTION 15

You must configure Avaya Aura Contact Center (AACC) to send skillset calls back to the queue when they are delivered to an available agent, but do not get answered by that agent.

Which AACC configuration option is used to accomplish this task?

A. Formulas

B. Call Presentation Classes

C. Global Settings

D. Threshold Classes

Correct Answer: B