

Avaya.Pre.3312.by.VCEplus.65q - DEMO

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Exam Code: 3312

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Exam A

QUESTION 1

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

Section:

Explanation:

AD_CLID intrinsic when agents click the Copy CLID button. For outgoing calls, Agent Desktop copies the value of the CALLED_NUMBER intrinsic when agents click the Copy CLID button. Reference:

<https://downloads.avaya.com/css/P8/documents/101017384>

QUESTION 2

A customer using CTI to provide screen pops to the agent requires a four second delay inserted before a call is presented to the agent's telephone. Which Call Presentation Class option would be used to accomplish this task?

- A. Put DN on hold to answer call
- B. Return to Queue
- C. Call Force Delay
- D. After Call Break for N seconds

Correct Answer: C

Section:

Explanation:

Call Force Delay is the amount of time between the beep and the call presentation to the agent. Besides I don't think you can even report on how much delay there is so you have to use the break timer if you want to measure the time.

Reference: <https://www.tek-tips.com/viewthread.cfm?qid=1116292>

QUESTION 3

A customer with Avaya Aura® Contact Center (AACC) has five calls waiting in queue for the Customer Service Skillset. An agent becomes available to answer the calls. Which call will be presented to the agent?

- A. the call with the highest priority in the script
- B. the call that has been in queue the longest
- C. the call that has been in the system the longest
- D. the call for which the agent has the highest priority

Correct Answer: B

Section:

Explanation:

Avaya contact center always give preference on first come, first serve basis. The call that is in the queue for the longest period of time, will be given preference. The priority can be set based on the most urgent call, but in normal circumstances, the call with the longest wait period, will be given preference.

QUESTION 4

You just installed a new Avaya Aura Contact Center (AACC) installation and you need to configure it to communicate to the Avaya Aura Media Server (AAMS). Which configuration options do you need to configure to accomplish this?

- A. CDNs (Route Points) and Skillsets
- B. Routes and Contact Types
- C. Media Servers and Media Services and Routes
- D. Media Servers and Routes

Correct Answer: D

Section:

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101017345>

QUESTION 5

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. Access and Partition Management
- C. Prompt Management
- D. Configuration

Correct Answer: C

Section:

Explanation:

Avaya Contact Center Select provides a simplified voice prompt management utility. The contact center supervisor can perform prompt management

Reference: <https://downloads.avaya.com/css/P8/documents/101017382>

QUESTION 6

A customer with Avaya Aura® Contact Center (AACC) would like to use the Configuration Tool spreadsheet to add resources to the Contact Center. Which three tasks can be configured using this tool?

(Choose three.)

- A. assignments
- B. skillsets
- C. script variables
- D. threshold classes
- E. presentation classes

Correct Answer: B, D, E

Section:

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/100142069>

QUESTION 7

A supervisor with Avaya Aura Contact Center (AACC) would like to create a custom Application Display. The data fields available fall into three categories: cumulative, fixed, and instantaneous. What is an example of a fixed data field?

- A. Application Name
- B. Average Answered Delay
- C. Calls Waiting
- D. Service Level Threshold

Correct Answer: B

Section:

Explanation:

QUESTION 8

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When agents finish with a call, and if there are calls waiting, the next call rings immediately on the agent's telephone set. The supervisor would like the agents to have 30 seconds before the next call is presented to the agent. Which call presentation class option is needed to accomplish this requirement?

- A. Presentation Option: Put DN on hold to answer call
- B. Presentation Option: Return to Queue
- C. Presentation Option: Call Force
- D. Presentation Option: After Call Break for N seconds:

Correct Answer: D

Section:

Explanation:

Call Force Delay is the amount of time between the beep and the call presentation to the agent. You cannot even report on how much delay there is so you have to use the break timer if you want to measure the time. Reference:

<https://www.tek-tips.com/viewthread.cfm?qid=1116292>

QUESTION 9

A customer with Avaya Aura Contact Center (AACC) has opened the Skillset View in the Contact Center Management component. Which task can be performed from this view?

- A. Delete a supervisor.
- B. Create a new skillset.
- C. Add a skillset to a script.
- D. Schedule an Agent to Skillset assignment.

Correct Answer: B

Section:

Explanation:

QUESTION 10

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

Correct Answer: A

Section:

Explanation:

QUESTION 11

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: B

Section:

Explanation:

Reference: https://downloads.avaya.com/elmodocs2/ip_office/DOCS3_0/DATA/Additional/mergedProjects/productdescription/ccc_v5/queueannouncements.htm

QUESTION 12

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

Correct Answer: C, D

Section:

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/100093199>

QUESTION 13

A customer with Avaya Aura Contact Center (AACC) wants to see the percentage of calls being answered in the automotive skillset in 20 seconds or less in a report. What would need to be programmed to obtain this data?

- A. Create an application threshold class, set the Level 1 Service Level Threshold to 20, and assign the threshold class to the automotive skillset.
- B. Create an application threshold class, set the Level 1 %Service_Level_S Threshold to 20, the Level 2 %Service_Level_S threshold to 30, and assign the threshold class to the automotiveskillset.
- C. Create a skillset threshold class, set the Level 1 %Service_Level_S Threshold to 10, the Level 2 % Service_Level_S Threshold to 20 and assign the threshold class to the automotive skillset.
- D. Create a skillset threshold class, set the Level 1 %Service_Level_S Threshold to 10, the Level 2 % Service_Level_S Threshold to 20 and assign the threshold class to the automotive skillset.

Correct Answer: A

Section:

Explanation:

QUESTION 14

Which function does the Avaya Aura Media Server (AAMS) provide to the Avaya Aura Contact Center (AACC) in a SIP environment?

- A. It supports the Active Directory link to the Computer Telephony Integration (CTI) agent.
- B. It links the Communications Control Toolkit Server to the Contact Center Management Administration (CCMA).
- C. It supports the Avaya Agent Desktop.
- D. It anchors customer calls, announcements, and agent calls to the AAMS conference it created.

Correct Answer: A

Section:

Explanation:

QUESTION 15

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

Section:

Explanation:

Real-Time Display grids, and the agents that you want to see in the Agent Map graphical displays.

Reference: <https://downloads.avaya.com/css/P8/documents/101017378>

QUESTION 16

Which three tasks can you perform from the Avaya Agent Browser?

(Choose three.)

- A. Call Customer
- B. Enter Activity Codes
- C. Call Supervisor
- D. Enter Call Notes
- E. Enter After Call Work Codes

Correct Answer: B, C, E

Section:

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101017380>

QUESTION 17

A customer with Avaya Aura Contact Center (AACC) needs to create a new Contact Center Management supervisor in a SIP environment. Which field is mandatory for a Contact Center Management supervisor in a SIP environment?

- A. Call Presentation Class
- B. Password
- C. Login ID
- D. Language
- E. Skillset

Correct Answer: A

Section:

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101017374>

QUESTION 18

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 add, delete, and edit Control Directory Numbers (CDN).
- B. Susan can change her user name and password.
- C. Susan will have access to Real Time Reporting on her launchpad.
- D. Susan can bulk load data through the Configuration spreadsheets.

Correct Answer: C

Section:

Explanation:

QUESTION 19

A customer with Avaya Aura® Contact Center (AACC) needs to create a new Supervisor who will also be a Contact Center Manager Administration (CCMA) user. Which field on the supervisor definition page must be completed to simultaneously create a supervisor and a CCMA user?

- A. User type

- B. Login ID
- C. Create CCT Agent
- D. CCMA Login Account Details

Correct Answer: A

Section:

Explanation:

User Type Select the Supervisor user type. This value is mandatory. Supervisors are responsible for a group of agents, and can monitor agents' performance in the real-time displays in CCMA. Supervisors are not assigned skillsets and do not handle contacts. Supervisors cannot log on to Agent Desktop.

Reference: <https://downloads.avaya.com/css/P8/documents/101017374>

QUESTION 20

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, create a new supervisor, and assign Administrator Voice URI.
- B. Create a new user in Access and Partition Management, and assign a password.
- C. 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.
- D. Create a new user in Access and Partition Management, assign User Type Administrator, and assign a password.

Correct Answer: C

Section:

Explanation:

See "Creating a Contact Center Manager Administration user".

Reference: <https://downloads.avaya.com/css/P8/documents/101017374>

QUESTION 21

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

Correct Answer: A

Section:

Explanation:

QUESTION 22

When more than one agent is available to receive a call, the agent with the highest priority in the skillset will receive the call. If more than one agent has the highest priority, the customer would like the call to be presented to the agent who has been idle the longest since their last Automatic Call Distribution/Control Directory Number (ACD/CDN) call. Where is this parameter configured?

- A. Global Setting > Agent Order Preference
- B. Real Time Statistics > Agent Statistics
- C. Skillset Definition > Call Age Preference
- D. Historical Statistics > Parameters

Correct Answer: A

Section:

Explanation:

QUESTION 23

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: A

Section:

Explanation:

QUESTION 24

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

Correct Answer: B

Section:

Explanation:

Real-time reporting is a business intelligence practice that consists of gathering up-to-the-minute data and relaying it to users as it happens. Information is presented in its most current form for managers to easily make quick decisions when under heavy time constraints.

Reference: https://www.inetsoft.com/business/solutions/real_time_reports_definition/

QUESTION 25

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. Threshold Classes
- B. Global Settings
- C. Call Presentation Classes
- D. Formulas

Correct Answer: A

Section:

Explanation:

See "Threshold classes."

Reference: <https://downloads.avaya.com/css/P8/documents/101017374>

QUESTION 26

A customer with Avaya Aura® Contact Center (AACC) needs to create a new Contact Center Management agent. Which three features can be assigned to a Contact Center Management agent? (Choose three.)

- A. Threshold Class
- B. Control Directory Number (CDN)
- C. Call Presentation Class
- D. Activity Code
- E. Skillsets

Correct Answer: A, B, D

Section:

Explanation:

Threshold class that is assigned to it in Contact Center Manager Server.

Contact Center Manager Server regarding these contacts, use a controlled directory number (CDN) (Route Point). To ensure that the Contact Center Manager Server can track when contacts terminate at a CDN (Route Point), you must first add a CDN.

Reference: <https://downloads.avaya.com/css/P8/documents/100093199>

<https://downloads.avaya.com/css/P8/documents/100167847>

QUESTION 27

A customer with Avaya Aura® Contact Center (AACC) is attempting to add a new activity code to the system, but receives a system error stating that the maximum number of activity codes allowed has been exceeded. To determine the maximum number of allowed activity codes, under which option within the Configuration component would the customer look?

- A. Historical Statistics

- B. Real Time Statistics
- C. Threshold Classes
- D. Global Settings

Correct Answer: C

Section:

Explanation:

QUESTION 28

A supervisor with administrative user privileges requires access to create and delete skillsets through the configuration component. Where are the create and delete permissions assigned?

- A. Launchpad Items
- B. Standard Partition
- C. Access Class
- D. User Defined Partition
- E. Report Groups

Correct Answer: E

Section:

Explanation:

QUESTION 29

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

Correct Answer: D

Section:

Explanation:

QUESTION 30

Refer to the exhibit. The graphic shows an Access Class, cust_serv_spv, and the two components that comprise the Access Class definition, the Manager Contact Center Manager Server (CCMS), AACCMM04, and the Launchpad Help Administration. Permissions levels are 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 configure new agents.
- D. The user would not be able to create new administrative users.

Correct Answer: A

Section:

Explanation:

QUESTION 31

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

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

Section:

Explanation:

QUESTION 32

When using the Configuration Tool, which user can upload or download data to and from the Contact Center Manager Server?

- A. Administrator
- B. iceAdmin
- C. IUSR_SWC
- D. SYSMON

Correct Answer: A

Section:

Explanation:

Administrators must be logged on as webadmin to add and configure servers, and to upload and download configuration data.

Reference: https://btbusiness.custhelp.com/euf/assets/TelephoneSystems/CS1000/ContactCenter_Symposium/CCMGRAdministration.pdf

QUESTION 33

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 100 global variables, maximum 100 call variables
- B. no stated maximum to global variables, maximum 500 call variables
- C. maximum 200 global variables, no stated maximum to call variables
- D. maximum 1000 global variables, maximum 300 call variables

Correct Answer: A

Section:

Explanation:

QUESTION 34

The administrator has created a primary flow application that will point to a secondary flow application. From the block palette, which block is used to point one script to another?

- A. Reference Block
- B. Logic Block
- C. Anchor Block
- D. Anonymous Block

Correct Answer: A

Section:

Explanation:

Create a Reference block to reference to another script or flow application in the Contact Center Manager Server. Reference:

<https://downloads.avaya.com/css/P8/documents/101059027>

QUESTION 35

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 Edit/Open View
- B. Open application/Edit application
- C. Open in text editor/Open in flow editor
- D. Open/Open in Flow Editor

Correct Answer: D

Section:

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Explanation:

The Flow Editor is the main tool for creating and modifying flow applications. The Flow Editor appears in the top-right hand corner of Orchestration Designer window when you create or open an existing flow application. It provides the canvas on which to place the blocks and link them to each other.

Reference: <https://downloads.avaya.com/css/P8/documents/101017353>

QUESTION 36

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

Section:

Explanation:

System intrinsics contain system-wide information about skillsets, time, traffic, and voice contacts. Avaya Aura® Contact Center (AACC) automatically creates and maintains system intrinsic. Intrinsics are available only to query data about the system within OD applications, not to modify data.

Reference: <https://downloads.avaya.com/css/P8/documents/101059089>

QUESTION 37

A customer with an Avaya Aura® Contact Center (AACC) in a SIP environment would like to create a script where the customer is prompted to enter their account number through the dial pad. The script would then play the account number back to the caller for confirmation. Which block will be required?

- A. IVR
- B. Treatment
- C. Output
- D. Input

Correct Answer: A

Section:

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101017353>

QUESTION 38

A customer with Avaya Aura® Contact Center (AACC) wants to create a script in the Local View. Which three statements regarding the Local View are true? (Choose three.)

- A. The Local View can be populated with Contact Center View data.
- B. Application Manager Data added to the Local View is automatically updated in the Contact Center View.
- C. The Local View can be launched as a stand-alone option from an executable on a user's machine.
- D. By default, when the Local View is initially opened it includes the same data as the Contact Center View.
- E. New applications created in the Local View may be added to the Contact Center View using the Synchronization View.

Correct Answer: A, C, E

Section:

Explanation:

See "Copying data from Contact Center view to the Local view" and "Synchronizing objects from the Local view." The Local view is used if you start Orchestration Designer on a stand-alone client or from Contact Center Manager Administration. Reference:

<https://downloads.avaya.com/css/P8/documents/101017353>

QUESTION 39

Some variables can have a list or range of values instead of only a single value. On creation of these global variables the class type set is selected. Which three variables types support this class type? (Choose three.)

- A. Skillset
- B. Agent Identification (Agent_ID)
- C. Day
- D. Integer
- E. Music

Correct Answer: A, C, D

Section:

Explanation:

QUESTION 40

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

A. 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?

B. 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_busy_ran_gv

WAIT 30

EXECUTE wait_loop

C. 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_busy_ran_gv

WAIT 30

D. Section wait_loop

IF NOT QUEUED THEN

IF OUT OF SERVICE SKILLSET automotive THEN gv

GIVE RAN out_of_service_ran_gv

DISCONNECT

END IF

END IF

GIVE RAN agts_still_busy_ran_gv

WAIT 30

EXECUTE wait_loop

E. Section wait_loop

IF QUEUED AND IF OUT OF SERVICE automotive THEN

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```
GIVE RAN out_of_service_ran_gv  
DISCONNECT  
END IF  
END IF  
GIVE RAN agts_still_busy_ran_gv  
WAIT 30  
EXECUTE wait_loop
```

Correct Answer: B

Section:

Explanation:

QUESTION 41

A customer with an Avaya Aura® Contact Center (AACC) is using the IF THEN ELSE END IF expression in the script. Given the following section of script:

```
IF DNIS = 5000 THEN  
QUEUE TO SKILLSET customer_service  
WAIT 2  
ELSE  
QUEUE TO SKILLSET general_info  
WAIT 2  
END IF  
QUEUE TO SKILLSET backup_skillset WAIT  
2
```

Which statement describes what will happen to a caller encountering this section of script?

- A. Callers with DNIS 5000 will queue to customer_service, all other callers will queue to general_info and backup_skillset.
- B. Callers with DNIS 5000 will queue to customer_service and backup_skillset and all other calls will queue to general_info.
- C. Callers with DNIS 5000 will queue to customer_service, all other calls will queue to backup_skillset.
- D. Callers with DNIS 5000 will queue to customer_service and backup_skillset, all other callers will queue to general_info and backup_skillset.

Correct Answer: C

Section:

Explanation:

QUESTION 42

Refer to the exhibit. The logic block in the exhibit references a CLID intrinsic vip_customers_gv. Which type of intrinsic uses CLID data to determine routing?

- A. Traffic
- B. Skillset
- C. Call
- D. Time

Correct Answer: D

Section:

Explanation:

QUESTION 43

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

- A. This is the caller's telephone number.
- B. This is the license identifier of the Avaya Aura® Contact Center (AACC) base Contact Center Manager Server (CCMS) license.

- C. This is the SQL Statement ID set within the database integration wizard.
- D. This is the HDX Connection Provider ID set within the database integration wizard.

Correct Answer: D

Section:

Explanation:

On the HDX Connection window, in the Provider ID box, type a provider identity number for the Web service. Reference:

<https://downloads.avaya.com/css/P8/documents/101017353>

QUESTION 44

A customer with Avaya Aura® Contact Center (AACC) Manager Server would like to view the differences between the data in the Local View and the data in the Contact Center View, and then resolve the differences so that both views contain the same data. Which view enables this feature?

- A. the Synchronization View
- B. the Problems View
- C. the Comparison View
- D. the Editor View

Correct Answer: A

Section:

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101059027>

QUESTION 45

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 is allowed per application.

Correct Answer: C

Section:

Explanation:

A primary script is executed or referenced in the Master script to perform a specific function. Primary scripts contain sets of instructions that relate to a particular type of call (sales), caller (nuisance), or set of conditions (time of day or day of week). A primary script can route calls to appropriately skilled agents, or it can send the control of routing to a secondary script.

Reference: https://btbusiness.custhelp.com/euf/assets/TelephoneSystems/CS1000/ContactCenter_Symposium/scripting_guide.pdf

QUESTION 46

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 works correctly in a loop.
- B. A Boolean variable can be used on a Master Script, a Primary Script or a Secondary Script.
- C. A Boolean variable is a variable of the type ON/OFF.
- D. A Boolean variable is a variable of the type TRUE/FALSE.

Correct Answer: B, D

Section:

Explanation:

Values that can only be True or False are called Boolean values.

Reference: <https://downloads.avaya.com/css/P8/documents/101017353>

QUESTION 47

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

- A. Verify that the skillset is in service.
- B. Provide a recorded announcement if the skillset is not in service.
- C. Queue to the skillset if the skillset is in service.
- D. Provide a recorded announcement for a welcome message.

Which three flow blocks support these requirements? (Choose three.)

- E. Output
- F. Input
- G. Logic
- H. Queue
- I. Wait

Correct Answer: A, C, D

Section:

Explanation:

Output block: A block that can play prerecorded prompts and variable values to a caller.

The logic block checks to see if the primary skillset is out of service. If the skillset is in service, the contact is queued. Reference:

<https://downloads.avaya.com/css/P8/documents/101059027>

QUESTION 48

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

Section:

Explanation:

The Contact Center Manager Administration Real-Time Reporting displays provide up-to-date statistics for your contact center and resources.

Reference: <https://downloads.avaya.com/css/P8/documents/101017378>

QUESTION 49

A customer with Avaya Aura® Contact Center (AACC) has written a script application. The Problem View is showing a syntax error with the following area of script:

IF DAY OF WEEK EQUALS MONDAY...FRIDAY THEN

What is the correct syntax required for this application?

- A. IF DAY OF WEEK = MONDAY...FRIDAY THEN
- B. IF DAY OF WEEK = MONDAY-FRIDAY THEN
- C. IF DAY OF WEEK EQUALS MON...FRI THEN
- D. IF DAYS OF WEEK EQUALS MONDAY...FRIDAY THEN

Correct Answer: A

Section:

Explanation:

QUESTION 50

A supervisor in an Avaya Aura® Contact Center (AACC) SIP environment would like to play an announcement and collect digits from a caller using the following TFE command:

GIVE IVR WITH VXML TREATMENT voicexml PARAMETERS

What is a valid input after the PARAMETERS command?

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- A. GIVE IVR WITH VXML TREATMENT
- B. Service URI
- C. _c_play_and_collect
- D. Numberofdigits
- E. ASSIGN "please enter account number.wav"

Correct Answer: D

Section:

Explanation:

QUESTION 51

A customer with an Avaya Aura@ Contact Center (AACC) would like to implement emergency routing in a flow application using the Locked Variable and Locked Assignment commands. Which block is used to implement emergencies using locked variables and locked assignment commands?

- A. Anchor Block
- B. Logic Block
- C. Queue Block
- D. Treatment Block

Correct Answer: B

Section:

Explanation:

Use a logic block to make a decision that depends on the survey counter variable. A locked assignment checks the value of a survey counter call variable. Reference:

<https://downloads.avaya.com/css/P8/documents/101059027>

QUESTION 52

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

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

Correct Answer: B, C

Section:

Explanation:

QUESTION 53

A customer with Avaya Aura@ Contact Center (AACC) uses an Event Handler to monitor for unsolicited events and failed responses. Which statement regarding the Event Handler is true?

- A. The event handler, if applied on a primary script, does not need to be re-applied on the secondary script.
- B. The event handler monitors for music failure.
- C. The event handler must be the first line on any script.
- D. The event handler can monitor for excessive Not Ready time.

Correct Answer: B

Section:

Explanation:

QUESTION 54

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 Application Manager Data folder in the Orchestration Designer tool.
- D. It can be added through the Applications folder in the Orchestration Designer tool.

Correct Answer: A

Section:

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/100093199>

QUESTION 55

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Refer to the exhibit. The flow in the exhibit has been created in Avaya Aura Contact Center (AACC) Orchestration Designer Scripting. If the automotive skillset is out of service, the caller will hear a technical difficulties announcement, and then proceed to the Logic Block. After the technical difficulties announcement, the caller should be disconnected. To provide a disconnect, to which block should the technical difficulties output block be connected?

- A. CustomBlock
- B. Treatment Block
- C. Finish Block
- D. Anchor Block

Correct Answer: C

Section:

Explanation:

QUESTION 56

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: B, D, E

Section:

Explanation:

QUESTION 57

The CCMS Host Application Interface (HAI) Service provides database lookup and call data attachment service without using a Customer Developed Application (CDA). What is used to configure this service?

- A. Task Flow Executor (TFE)
- B. Database Integration Wizard (DIW)
- C. Data Exchange Server (DX Server)
- D. Application Programming Interface (API)

Correct Answer: A

Section:

Explanation:

The CCMS Task Flow Executor component uses Orchestration Designer flow applications to control, treat, and route the CDN customer call. Reference:

<https://downloads.avaya.com/css/P8/documents/101059089>

QUESTION 58

After queuing a contact to a skillset, how many seconds are recommended that a script should wait?

- A. WAIT 1
- B. WAIT 2
- C. WAIT 4
- D. WAIT 8

Correct Answer: B

Section:

Explanation:

QUESTION 59

A customer with Avaya Aura® Contact Center (AACC) wants to create a script using intrinsics. The script will be screened using the 'QUEUED COUNT' intrinsic. Which category of intrinsic is the 'QUEUED COUNT'?

intrinsic?

- A. Traffic
- B. Time
- C. Skillset
- D. Call

Correct Answer: C

Section:

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101017353>

QUESTION 60

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Refer to the exhibit. The Queue block in the exhibit shows queuing to multiple skillsets as referenced in the Global variable, customer_service_gv. The administrator would like the calls to queue to the skillset with the most logged in agents. Using a Queue block, under which tab would the Most Logged In Agents be configured?

- A. Setup
- B. Queue
- C. Processing
- D. Logic

Correct Answer: C

Section:

Explanation:

QUESTION 61

A customer with Avaya Aura® Contact Center (AACC) wants callers, who are waiting to be answered by an agent, to hear a series of three different recorded announcements while they are waiting in the queue. If the customer is still on hold after hearing all three messages, the series of three messages should continue to be repeated until the caller is presented to an agent. Which section of script would accomplish this scenario?

- A. ASSIGN 1 TO loop_counter_cv
SECTION wait_loop
WHERE loop_counter_cv EQUALS
VALUE 1: GIVE RAN 15
VALUE 2: GIVE RAN 16
VALUE 3: GIVE RAN 17
DEFAULT: ASSIGN loop_counter_cv + 1 TO loop_counter_cv
END WHERE
WAIT 30
EXECUTE wait_loop
- B. SECTION wait_loop
ASSIGN 1 TO loop_counter_cv
WHERE loop_counter_cv EQUALS
VALUE 1: GIVE RAN 15
VALUE 2: GIVE RAN 16
VALUE 3: GIVE RAN 17
DEFAULT: ASSIGN loop_counter_cv + 1 TO loop_counter_cv
END WHERE
WAIT 30
EXECUTE wait_loop
- C. ASSIGN 1 TO loop_counter_cv
SECTION wait_loop
WHERE loop_counter_cv EQUALS
VALUE 1: GIVE RAN 15
VALUE 2: GIVE RAN 16
VALUE 3: GIVE RAN 17
DEFAULT: ASSIGN 0 TO loop_counter_cv
END WHERE
ASSIGN loop_counter_cv + 1 TO loop_counter_cv
WAIT 30
EXECUTE wait_loop
- D. ASSIGN 1 TO loop_counter_cv
SECTION wait_loop

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```
WHERE loop_counter_cv EQUALS  
VALUE 1: GIVE RAN 15  
VALUE 2: GIVE RAN 16  
VALUE 3: GIVE RAN 17  
DEFAULT: ASSIGN 0 TO loop_counter_cv  
END WHERE  
ASSIGN loop_counter_cv + 1 TO loop_counter_cv  
WAIT 30  
EXECUTE wait_loop
```

Correct Answer: C

Section:

Explanation:

QUESTION 62

A customer with Avaya Aura@ Contact Center (AACC) is creating an application flow using a Queue block. This block can be given a unique name to identify it on the flow. Under which tab on the Queue block would the name of the block be assigned?

- A. Queue
- B. Processing
- C. Setup
- D. Transition

Correct Answer: A

Section:

Explanation:

The name of the block. By default, the name includes the type of block with a unique identifier. Reference:

<https://downloads.avaya.com/css/P8/documents/101017353>

QUESTION 63

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

Correct Answer: A

Section:

Explanation:

QUESTION 64

When using the GiveIVR block to play prompt and collect digits, how do you configure what the terminating character should be?

- A. Add an extra number to the Number of Digits value.
- B. The terminating character is always "#".
- C. Use the Terminating Character (termchar) configuration entry to set the value.
- D. Assign the "#" as a call variable

Correct Answer: B

Section:

Explanation:

The symbols asterisk (*) and pound (#) are terminating characters only.

Reference: <https://downloads.avaya.com/css/P8/documents/101017353>

QUESTION 65

A customer with Avaya Aura Contact Center (AACC) has a list of holidays that change on a yearly basis. The holidays are defined as variables in a specific variable list. This list of variables is referenced on multiple applications. Once a year, an administrator updates the list with new holiday dates, which results in the applications recognizing the new dates. Which category and type of variable will the administrator modify in the variable table to accomplish this?

- A. the global variable of the type Date
- B. the call variable of the type Date
- C. the wild call variable of the type Integer
- D. a global or call variable of the type String

Correct Answer: A

Section:

Explanation:

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