

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

Avaya Aura Contact Center Administration Exam

## Pass Avaya 3312 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass2lead.com/3312.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by Avaya  
Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers



**QUESTION 1**

A customer with on Avaya Aura Contact Center Is using the IF THEN ELSE END IF expression in the script.

Given the following section of script:

```
IF DNIS = SOOO THEN
```

```
QUEUE TO SKILLSET customer_service
```

```
WAIT 2
```

```
ELSF
```

```
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\_servlce, 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: D

---

**QUESTION 2**

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.)

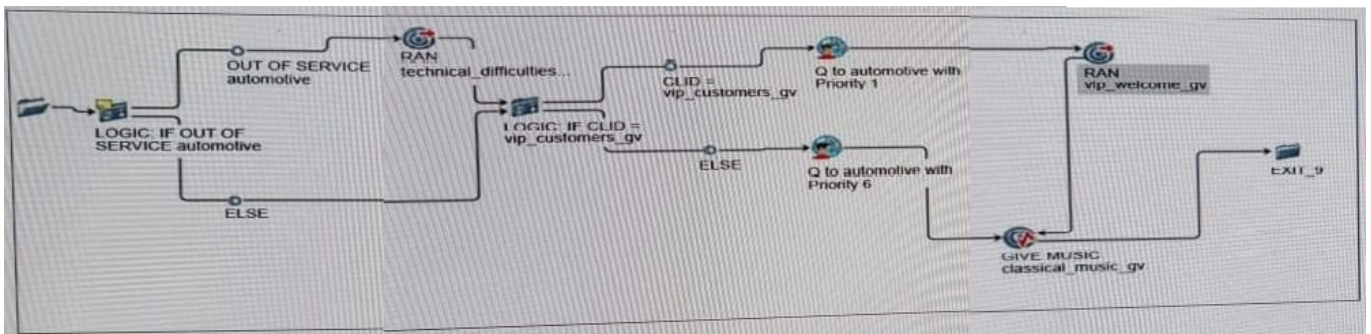
- A. Skillsets.
- B. Activity Code
- C. Call Presentation Class
- D. Control Directory Number (CDN)

E. Threshold Class

Correct Answer: BCD

**QUESTION 3**

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. Finish Block
- B. Custom Block
- C. Treatment Block
- D. Anchor Block

Correct Answer: D

**QUESTION 4**

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

---

**QUESTION 5**

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

[Latest 3312 Dumps](#)

[3312 PDF Dumps](#)

[3312 VCE Dumps](#)