

3312^{Q&As}

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QUESTION 1

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

Correct Answer: D

QUESTION 2

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

Correct Answer: A

QUESTION 3

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

Correct Answer: C

QUESTION 4

Which three tasks can you perform from the Avaya Agent Browser? (Choose three.)

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

Correct Answer: ADE

QUESTION 5

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

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