

3312^{Q&As}

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QUESTION 1

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

QUESTION 2

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 3

A customer with Avaya Aura Contact Center (AACC) has created music treatments that include information about the specific applications that callers might reach. The customer would like callers, who have been put on hold by an agent, to hear the music on hold treatments specific to the application in which they have been answered.

Which section of script would accomplish this?

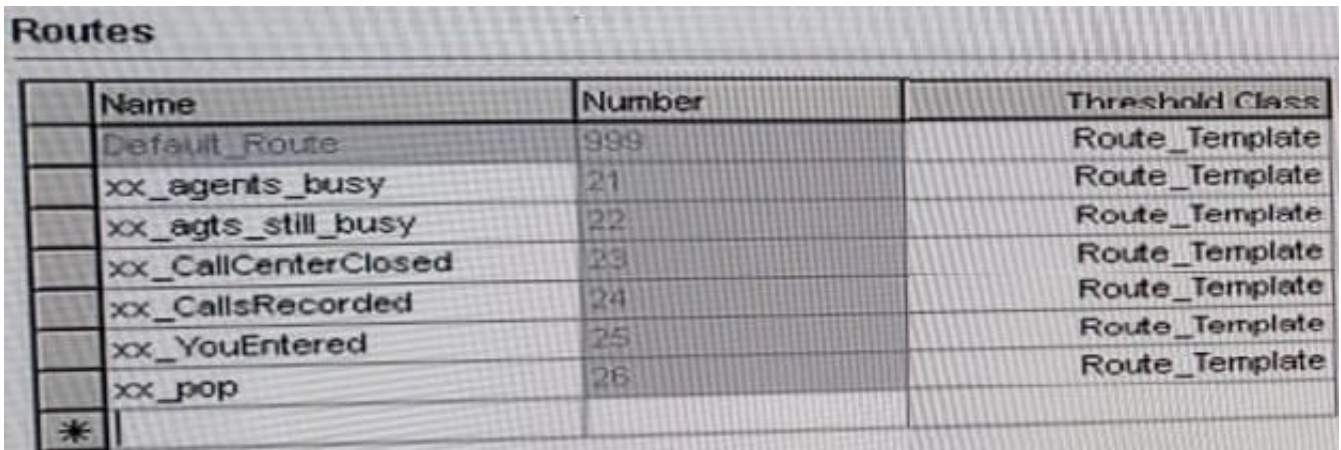
- A. QUEUE TO SKILLSET automotive WAIT 2 GIVE RAN 15 GIVE MUSIC 20 EVENT HANDLER EVENT: CALL ON HOLD GIVE MUSIC 30 WAIT 60
- B. QUEUE TO SKILLSET automotive WAIT 2 GIVE RAN 15 IF EVENT = CALL ON HOLD THEN GIVE MUSIC 30 ELSE GIVE MUSIC 20 END IF WAIT 60
- C. EVENT HANDLER EVENT MUSIC ON HOLD GIVE MUSIC 30 END EVENT QUEUE TO SKILLSET automotive WAIT 2 GIVE RAN 15 GIVE MUSIC 20 WAIT 60

D. EVENT HANDLER EVENT CALL ON HOLD GIVE MUSIC 30 END HANDLER QUEUE TO SKILLSET automotive
WAIT 2 GIVE RAN 15 GIVE MUSIC 20 WAIT 60

Correct Answer: C

QUESTION 4

Refer to the exhibit.



Name	Number	Threshold Class
Default_Route	999	Route_Template
xx_agents_busy	21	Route_Template
xx_agts_still_busy	22	Route_Template
xx_CallCenterClosed	23	Route_Template
xx_CallsRecorded	24	Route_Template
xx_YouEntered	25	Route_Template
xx_pop	26	Route_Template
*		

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 5

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?

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

Correct Answer: D

QUESTION 6

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

Correct Answer: A

QUESTION 7

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

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

Correct Answer: A

QUESTION 8

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

Correct Answer: A

QUESTION 10

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 11

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 12

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

Correct Answer: C

QUESTION 13

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 14

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 15

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

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