

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

Avaya Aura Contact Center Administration Exam

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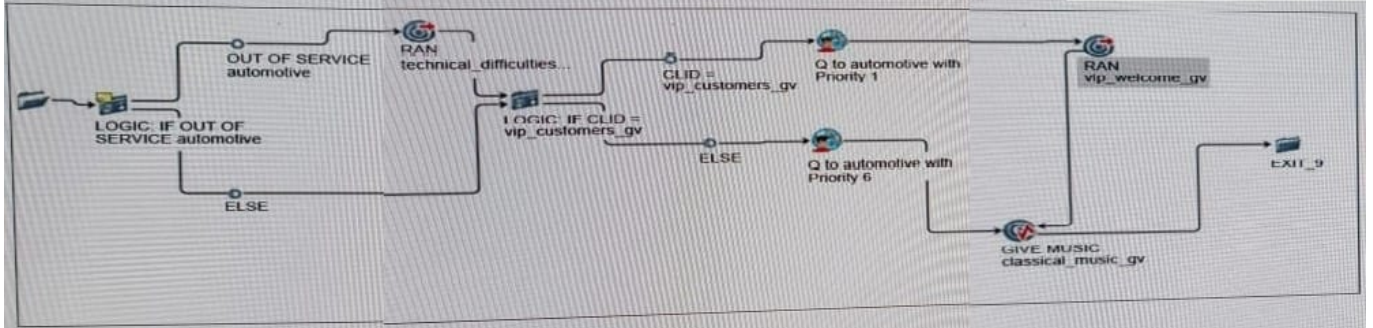
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**QUESTION 1**

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 2**

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 3**

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

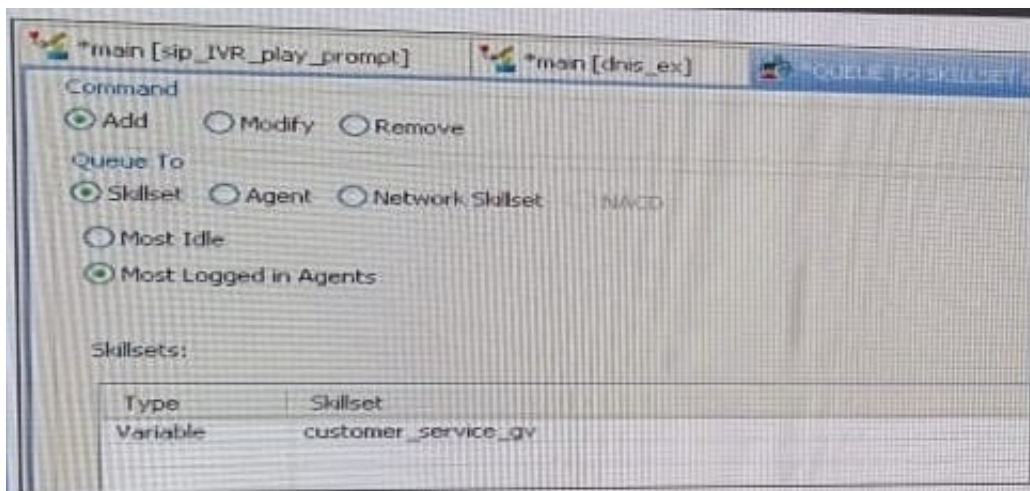
- A. Enter After Call Work Codes
- B. Call Customer
- C. Call Supervisor
- D. Enter Activity Codes
- E. Enter Call Notes

Correct Answer: ADE

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**QUESTION 4**

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

Correct Answer: A

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## QUESTION 5

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

Correct Answer: A

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