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QUESTION 1

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

Correct Answer: C

QUESTION 2

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 3

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 4

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

Correct Answer: C

QUESTION 5

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

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