

3312^{Q&As}

Avaya Aura Contact Center Administration Exam

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QUESTION 1

A customer using CTI to provide screen pops to the agent requires a four second delay inserted before a call is presented to the agent's telephone. Which Call Presentation Class option would be used to accomplish this task?

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

Correct Answer: A

QUESTION 2

Which function does the Avaya Aura Media Server (AAMS) provide to the Avaya Aura Contact Center (AACC) in a SIP environment?

- A. It supports the Active Directory link to the Computer Telephony Integration (CTI) agent.
- B. It links the Communications Control Toolkit Server to the Contact Center Management Administration (CCMA).
- C. It supports the Avaya Agent Desktop.
- D. It anchors customer calls, announcements, and agent calls to the AAMS conference it created.

Correct Answer: A

QUESTION 3

When using the Configuration Tool, which user can upload or download data to and from the Contact Center Manager Server?

- A. SYSMON
- B. IUSR_SWC
- C. iceAdmin
- D. Administrator

Correct Answer: D

QUESTION 4

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 5

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

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