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Avaya Aura Contact Center Administration Exam

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QUESTION 1

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 2

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 3

A customer with Avaya Aura Contact Center (AACC) would like to use the Configuration Tool spreadsheet to add resources to the Contact Center.

Which three tasks can be configured using this tool? (Choose three.)

A. assignments

B. skillsets

C. script variables

D. threshold classes

E. presentation classed

Correct Answer: BDE

QUESTION 4

You must configure Avaya Aura Contact Center (AACC) to send skillset calls back to the queue when they are delivered to an available agent, but do not get answered by that agent.

Which AACC configuration option is used to accomplish this task?

A. Formulas

B. Call Presentation Classes

C. Global Settings

D. Threshold Classes

Correct Answer: B

QUESTION 5

A customer with Avaya Aura Contact Center (AACC) Orchestration Designer wants to create an application flow that checks the following:

1.

 Verify that the skillset is in service.

2.

 Provide a recorded announcement if the skillset is not in service.

3.

 Queue to the skillset if the skillset is in service.

4.

 Provide a recorded announcement for a welcome message. Which three flow blocks support these requirements? (Choose three.)

A. Wait

B. Queue

C. Output

D. Input

E. Logic

Correct Answer: ABC

QUESTION 6

A customer with on Avaya Aura Contact Center Is using the IF THEN ELSE END IF expression in the script.

Given the following section of script:

IF DNIS = SOOO THEN

QUEUE TO SKILLSET customer_service

WAIT 2

ELSF

QUEUE TO SKILLSET general_lnfo

WAIT 2

END IF

QUEUE TO SKILLSET backup_sklllset WAIT 2

Which statement describes what will happen to a caller encountering this section of script?

A. Callers with DNIS 5000 will queue to customer_service, all other callers will queue to general_info and backup__sklllset.

B. Callers with DNIS 5000 will queue to customer_service and backup_skillset and all other calls will queue to general_info.

C. Callers with DNIS 5000 will queue to customer_servlce, all other calls will queue to backup_skillset.

D. Callers with DNIS 5000 will queue to customer_service and backup_skillset, all other callers will queue to general_info and backup,,skillset.

Correct Answer: D

QUESTION 7

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

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C. GIVE IVR

D. WHERE EQUALS

E. EVENT HANDLER

Correct Answer: BDE

QUESTION 8

A customer with Avaya Aura Contact Center (AACC) in a SIP environment has added an Avaya Media Aura Server (AAMS) to the Contact Center Management Administration (CCMA). What is the next step in the configuration of the AAMS?

A. The AAMS must be rebooted.

B. Skillsets must be associated to the AAMS.

C. Services such as Announcements and Dialog must be associated to the AAMS.

D. The AAMS must be referenced in Global Settings.

Correct Answer: C

QUESTION 9

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 10

Given the following namespace: mycustomer.com | en_us | ad_hoc_messages | music_on_hold | out_of_hours To enable in-queue announcements to be played, into which content group would the prompts be uploaded?

A. out_of_hours

B. music_on_hold

C. ad_hoc_messages

D. en_us

Correct Answer: D

QUESTION 11

A customer with Avaya Aura Contact Center (AACC) wants to assign five agents to a new skill set in the most efficient way possible.

How would the customer assign the agents to the skillset?

A. Select all five agents from the Agents Details window, then drag and drop them to the new skillset.

B. Assign the new skillset to those agent\\'s partition.

C. Use the skillset window from the skillset view to assign multiple agents.

D. Use the skillset section in the Agent Details window to assign all the agents at the same time to the new skillset.

Correct Answer: B

QUESTION 12

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 13

A customer with an Avaya Aura Contact Center (AACC) would like to implement emergency routing in a flow application using the Locked Variable and Locked Assignment commands.

Which block is used to implement emergencies using locked variables and locked assignment commands?

A. Queue Block

B. Logic Block

C. Treatment Block

D. Anchor Block

Correct Answer: A

QUESTION 14

A customer with an Avaya Aura Contact Center (AACC) has been notified that due to bad weather the contact center will not be opening today. The customer would like to remotely implement an announcement to explain the reason for the unscheduled closure, and is going to use a Boolean variable to accomplish this.

Which two statements regarding a Boolean variable are true? (Choose two.)

A. A Boolean variable is a variable of the type TRUE/FALSE.

B. A Boolean variable is a variable of the type ON/OFF.

C. A Boolean variable can be used on a Master Script, a Primary Script or a Secondary Script.

D. A Boolean variable cannot be used in a loop.

Correct Answer: AC

QUESTION 15

A customer with Avaya Aura Contact Center has created a loop in a script application with the following parameters:

1.

 While the caller is in the loop, the customer wants an announcement to play every thirty seconds, and the queued status of the call and the In-service status of the skillset must be evaluated

2.

 If the call is not queued, and if the skillset is out of service, the call will be sent to an out of service announcement

3.

If the call is not queued and the skillset is in service. It must be re-queued.

What is the proper script syntax to accomplish this requirement?

A. Section wait_loop IF NOT QUEUED THEN IF OUT OF SERVICE SKILLSET automotive THEN GIVE RAN out_of_service_ran_gv DISCONNECT END IF END IF GIVE RAN agts_stlll_busy_ran_gv WAIT 30

EXECTUTE wait_loop

B. Section wait_loop IF NOT QUEUED THEN IF NOT OUT OF SERVICE automotive THEN QUEUE TO SKILLSET automotive WAIT 2 ELSE GIVE RAN out_of_service_ran_gv DISCONNECT END IF END IF GIVE RAN agts_still_bu5y_ran_gv WAIT 30 EXECTUTE wait_loop

C. Section wait_loop IF QUEUED AND IF OUT OF SERVICE automotive THEN GIVE RAN out_of_service_ran_gv DISCONNECT END IF END IF GIVE RAN agts_still_busy_ran_gv WAIT 30 EXECTUTE wait_loop

D. Section wait_loop IF NOT QUEUED AND IF NOT OUT OF SERVICE SKILLSET automotive THEN GIVE RAN out_of_service_ran_gv DISCONNECT END IF END IF GIVE RAN agts_still_ran_gv WAIT 30 EXECUE walt_loop

Correct Answer: B

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