Avaya

3312
Avaya Aura Contact Center Administration Exam

Questions & Answers PDF

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Question: 1

When using the GiveIVR block to play prompt and collect digits, how do you configure what the terminating character should be?

A. The terminating character is always "#".
B. Add an extra number to the Number of Digits value.
C. Assign the "#" as a call variable.
D. Use the Terminating Character (termchar) configuration entry to set the value.

Answer: A

Question: 2

A customer with Avaya Aura Contact Center (AACC) has written a script application.
The Problem View is showing a syntax error with the following area of script:
IF DAY OF WEEK EQUALS MONDAY..FR1DAY THEN
What is the correct syntax required for this application?

A. IF DAY OF WEEK EQUAI S MON..FRI THEN
B. IF DAYS OF WEEK EQUALS MONDAY..FRIDAY THEN
C. IF DAY OF WEEK = MONDAY..FRIDAY THEN
D. IF DAY OF WEEK - MONDAY FRIDAY THEN

Answer: C

Question: 3

A customer with Avaya Aura Contact Center has five calls waiting in queue for the Customer Service Skillset.
An agent becomes available who can answer the calls.
Which call will be presented to the agent?

A. The call with the highest priority in the script
B. The call for which the agent has the highest priority
C. The call that has been In queue the longest
D. The call that has been In the system the longest

Answer: D

Question: 4

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 8
D. WAIT 4

Answer: B

Question: 5

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

Answer: C

Question: 6

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 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
B. 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
C. 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
D. 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
```

Answer: D

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