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Avaya Aura Contact Center Administration

Avaya 3300

Version Demo

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QUESTION NO: 1

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

ANSWER: B

QUESTION NO: 2

You are building a new call flow that will use hold music, that is stored on the Avaya Media

Server (Avaya MS), while calls are waiting in queue. You created your music folder on Avaya MS and uploaded the music files to the music folder in the Avaya MS server successfully.

What needs to be done in the Contact Center Manager Administration (CCMA) server to allow the music to be used in the new call flow?

- A. Create a new music skilket.
- B. Create a route with the name of the music folder.
- C. Create a new music Call Presentation Class.
- D. Create a new music Control Directory Number (CDN).

ANSWER: B

QUESTION NO: 3

A customer with Avaya Aura Contract Center wants to assign five agents to a new skillset in the most efficient way possible.

How would the customer assign the agents to the skillset?

- A. Assign the new skillset to that agent's partition.
- B. Use the skillset window from the skillset view to assign multiple agents.
- C. Select all five agents from the Agents details window, then drag and drop them to the new skillset.
- D. Use the skillset section in the agent details window to assign the agents at the same time to the new skillset.

ANSWER: A

QUESTION NO: 4

How do you configure what the terminating character should be when using the GiveIVR block to play prompt and collect digits?

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

ANSWER: C

QUESTION NO: 5

The data in the exhibit are found In the Route Definition window under the Configuration component of Avaya Aura Contact Center.

Routes

	Name	Number	Threshold Class
	Default Route	999	Route_Template
	XX_agents_busy	21	Route_Template
	XX_agts_still_busy	22	Route_Template
	XX_CallCenterClosed	23	Route_Template
	XX_CallsRecorded	24	Route_Template
	XX_YouEntered	25	Route_Template
	XX_pop	26	Route_Template

Which two statements describe how the Name and Number fields are used? (Choose two.)

- A. The name must match a variable name in the Service Creation Environment.
- B. The name must match a .wav file or a content group in the Avaya Media Server.
- C. The number must match a route created in the telephone system.
- D. The route is used in scripting to reference a specific recording or music.

ANSWER: A B

QUESTION NO: 6

A customer with Avaya Aura Contact Center has opened the Skillset View in the Contact Center Management component.

Which task can be performed from this view?

- A. Import a list of agents from a spreadsheet.
- B. Delete a supervisor.
- C. Create a new skillset.
- D. Create an Agent to Skillset Assignment.

ANSWER: C

QUESTION NO: 7

A customer with Avaya Aura Contact Center 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

ANSWER: B D E

QUESTION NO: 8

A supervisor In an Avaya Aura Contact Center SIP environment would like to play an announcement and collect digits from a caller using the following TFE command:

GIVE IVR WITH VXML TREATMENT voicexml PARAMETERS

What are two Inputs after the PARAMETERS command? (Choose two.)

- A. prompttoplay
- B. _c_play_and_collect
- C. GIVE IVR WITH VXML TREATMENT
- D. Numberofdigits
- E. ASSIGN "please enter account number.wav"

ANSWER: A D

QUESTION NO: 9

A supervisor with Avaya Aura Contact Center wants to setup a requirement for the Calls Waiting column on a Skillset Display to update in yellow when three or four calls are in queue, and red when five or more calls are in queue for the Customer Service Skillset.

Which three areas of Contact Center Administration must be configured to accomplish this goal? (Choose three.)

- A. Assign Skillset Threshold Class to Customer Service Skillset.
- B. Create a Skillset Threshold Class, assign 3 to Level 1, and 5 to Level 2 for Calls Waiting.
- C. Open a Standard Skillset Display, assign yellow highlighting to level 1 of the Calls Waiting column, and red to level 2 of the Calls Waiting column,
- D. Create a custom formula for Calls Waiting.
- E. Create a custom Skillset Display, assign yellow highlighting to level 1 of the Calls Waiting column, and red to level 2 of the Calls Waiting column.

ANSWER: A B E

QUESTION NO: 10

A customer with an Avaya Aura Contact Center would like to implement emergency routing using the READVAR/SAVEVAR wild variable.

Within a LOGIC block, which two categories of expression would be required to Implement

READ/VAR SAVE/VAR in a flow application? (Choose two.)

- A. Saved Variable
- B. Locked Variable
- C. Locked Assignment
- D. Saved Assignment

ANSWER: C D