



*Up-to-date Questions and Answers from authentic resources to improve knowledge and pass the exam at very first attempt. ----- Guaranteed.*



3312 Dumps  
3312 Braindumps  
3312 Real Questions  
3312 Practice Test  
3312 Actual Questions



[killexams.com](https://killexams.com)

**Avaya**

**3312**

*Avaya Aura Contact Center Administration Exam*

ORDER FULL VERSION

<https://killexams.com/pass4sure/exam-detail/3312>



**QUESTION: 58**

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.

**Answer: A**

**QUESTION: 59**

A customer wants to measure the system-wide Contact Center traffic, not just traffic on an individual skillset or application basis. Which category of intrinsic would provide this information?

- A. Open Queue
- B. Traffic
- C. Call
- D. Time

**Answer: D**

**QUESTION: 60**

A customer with Avaya Aura® Contact Center (AACC) wants to create a script using intrinsics. The script will be screened using the 'QUEUED COUNT' intrinsic. Which category of intrinsic is the 'QUEUED COUNT' intrinsic?

- A. Traffic
- B. Time
- C. Call
- D. Skillset

**Answer: A**

**QUESTION: 61**

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.

**Answer:** C

**QUESTION:** 62

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.

**Answer:** C

**QUESTION:** 63

A customer with Avaya Aura® Contact Center (AACC) has created a script application. The customer would like to convert this script application into a now application. Which statement regarding converting scripts is true?

- A. Only an administrator logged in with webadmin credentials can perform the conversion.
- B. The original script application must be in the Contact Center View.
- C. The original script application must be in the Local View.
- D. The conversion of a script to a flow results in two scripts, the original script version and the new flow version.

**Answer:** C

**QUESTION:** 64

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

**Answer:** B, D, E

**QUESTION: 65**

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.

**Answer:** A, C

**QUESTION: 66**

A customer with Avaya Aura® Contact Center (AACC) is attempting to add a new activity code to the system, but receives a system error stating that the maximum number of activity codes allowed has been exceeded. To determine the maximum number of allowed activity codes, under which option within the Configuration component would the customer look?

- A. Global Settings
- B. Threshold Classes
- C. Real Time Statistics
- D. Historical Statistics

**Answer:** D

# SAMPLE QUESTIONS



*These questions are for demo purpose only. **Full version** is up to date and contains actual questions and answers.*

*Killexams.com is an online platform that offers a wide range of services related to certification exam preparation. The platform provides actual questions, exam dumps, and practice tests to help individuals prepare for various certification exams with confidence. Here are some key features and services offered by Killexams.com:*



**Actual Exam Questions:** *Killexams.com provides actual exam questions that are experienced in test centers. These questions are updated regularly to ensure they are up-to-date and relevant to the latest exam syllabus. By studying these actual questions, candidates can familiarize themselves with the content and format of the real exam.*

**Exam Dumps:** *Killexams.com offers exam dumps in PDF format. These dumps contain a comprehensive collection of questions and answers that cover the exam topics. By using these dumps, candidates can enhance their knowledge and improve their chances of success in the certification exam.*

**Practice Tests:** *Killexams.com provides practice tests through their desktop VCE exam simulator and online test engine. These practice tests simulate the real exam environment and help candidates assess their readiness for the actual exam. The practice tests cover a wide range of questions and enable candidates to identify their strengths and weaknesses.*

**Guaranteed Success:** *Killexams.com offers a success guarantee with their exam dumps. They claim that by using their materials, candidates will pass their exams on the first attempt or they will refund the purchase price. This guarantee provides assurance and confidence to individuals preparing for certification exams.*

**Updated Content:** *Killexams.com regularly updates its question bank and exam dumps to ensure that they are current and reflect the latest changes in the exam syllabus. This helps candidates stay up-to-date with the exam content and increases their chances of success.*

**Technical Support:** *Killexams.com provides free 24x7 technical support to assist candidates with any queries or issues they may encounter while using their services. Their certified experts are available to provide guidance and help candidates throughout their exam preparation journey.*

For More exams visit <https://killexams.com/vendors-exam-list>  
*Kill your exam at First Attempt....Guaranteed!*