

Avaya 3312 Exam

Volume: 66 Questions

Question No:1

A customer with Avaya Aura® Contact Center (AACC) has five calls waiting in queue for the Customer Service Skillset. An agent becomes available to answer the calls.

Which call will be presented to the agent?

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

Answer: A

Question No:2

Refer to the exhibit.



The logic block in the exhibit references a CLID intrinsic vip_customers_gv. Which type of intrinsic uses CLID data to determine routing?

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

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Answer: C

Question No:3

A customer with Avaya Aura® Contact Center (AACC) is creating an application flow using a Queue block.

This block can be given a unique name to identify it on the flow-Under which tab on the Queue block would the name of the block be assigned?

- A. Transition
- B. Setup
- C. Processing
- D. Queue

Answer: B

Question No:4

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.

Answer: B

Question No:5

You are building a new call flow that will use hold music, that is stored on the Avaya Aura® Media Server (AAMS), while calls are waiting in queue. You created your music folder on AAMS and uploaded the music files to the music folder in the AAMS server successfully.

What needs to be done in the Contact Center Manager Administration (CCMA) server to allow the

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music to be used in the new call flow?

- A. Create a new music skillset.
- B. Create a route with the name of the music content group on AAMS.
- C. Create a new music Call Presentation Class.
- D. Create a new music Control Directory Number (CDN).

Answer: B

Question No:6

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 4
- D. WAIT 8

Answer: B

Question No:7

You just installed a new Avaya Aura® Contact Center (AACC) installation and you need to configure it to communicate to the Avaya Aura® Media Server (AAMS).

Which configuration options do you need to configure to accomplish this?

- A. Media Servers and Routes
- B. Media Servers and Media Services and Routes
- C. Routes and Contact Types
- D. CDNs (Route Points) and Skillsets

Answer: A

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Question No:8

A customer with Avaya Aura® Contact Center (AACC) wants to create variables for use in script and flow applications.

What are the limitations of creating global and call variables?

- A. maximum 200 global variables, no stated maximum to call variables
- B. maximum 100 global variables, maximum 100 call variables
- C. no stated maximum to global variables, maximum 500 call variables
- D. maximum 1000 global variables, maximum 300 call variables

Answer: B

Question No:9

Which three statements regarding the Local View are true? (Choose three.)

- A. A customer with Avaya Aura® Contact Center (AACC) wants to create a script in the Local View.
- B. The Local View can be populated with Contact Center View data.
- C. Application Manager Data added to the Local View is automatically updated in the Contact Center View.
- D. The Local View can be launched as a stand-alone option from an executable on a user's machine.
- E. By default, when the Local View is initially opened it includes the same data as the Contact Center View.
- F. New applications created In the Local View may be added to the Contact Center View using the Synchronization View.

Answer: A,C,E

Question No:10

A customer with Avaya Aura® Contact Center (AACC) requires a real-time report that will show up to 15 minutes of real time data on the screen, allowing the supervisor to identify trends as they emerge.

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Which Real-Time Display would accomplish this?

- A. Time Line Display
- B. Interval to Date Display
- C. Billboard Collection
- D. Agent Map

Answer: D

Question No:11

The CCMS Host Application Interface (HAI) Service provides database lookup and call data attachment service without using a Customer Developed Application (CDA).

What is used to configure this service?

- A. Task Flow Executor (TFE)
- B. Application Programming Interface (API)
- C. Data Exchange Server (DX Server)
- D. Database Integration Wizard (DIW)

Answer: A

Question No:12

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

Answer: A