



ITTEST

QUESTION & ANSWER

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Exam : 3312

**Title : Avaya Aura® Contact
Center Administration Exam**

Version : DEMO

1.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.

Which Real-Time Display would accomplish this?

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

Answer: D

2.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

3.When using a host block within a call flow, to what does the Provider ID value refer?

- A. This is the HDX Connection Provider ID set within the database integration wizard.
- B. This is the SQL Statement ID set within the database integration wizard.
- C. This is the license identifier of the Avaya Aura® Contact Center (AACC) base Contact Center Manager Server (CCMS) license.
- D. This is the caller's telephone number.

Answer: A

4.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

5.Refer to the exhibit.

CLID = vip_customers_gv | ELSE

Condition

Description:

Conditional Expression:

CLID == vip_customers_gv

Processing Logic

Description:

Assignment Expressions:

Log

Processing | Transition

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

Answer: C