EXAMGOOD

QUESTION & ANSWER

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Exam : 3312

Title : Avaya Aura® Contact Center Administration Exam

Version : DEMO

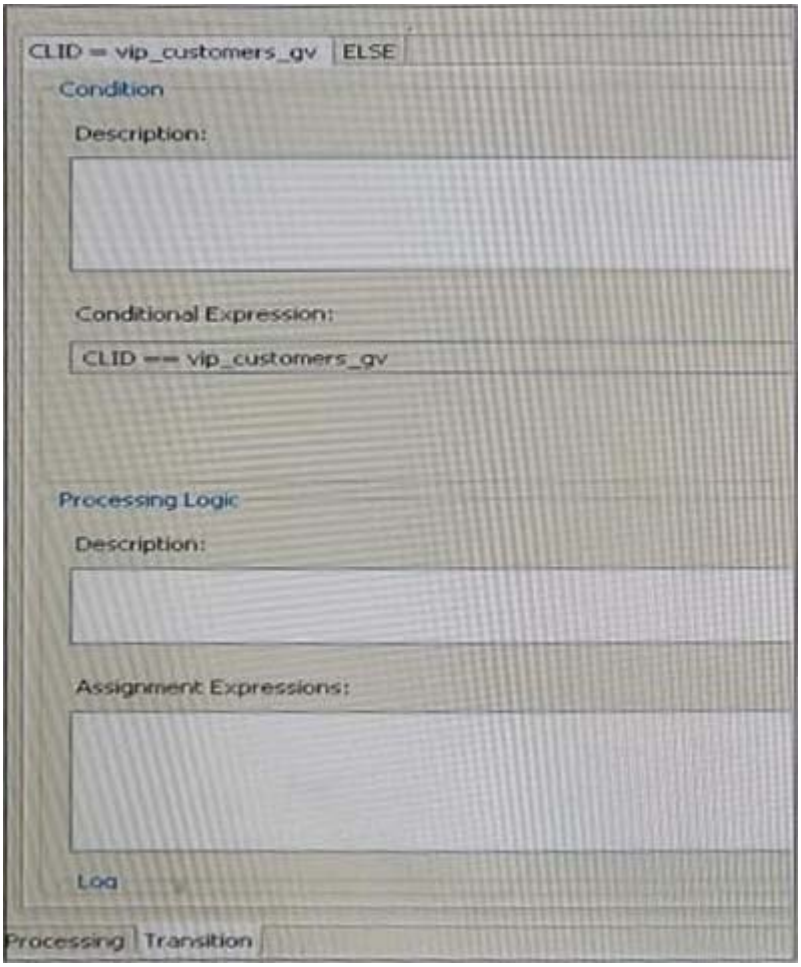
1.A customer with Avaya Aura® Contact Center (AACC) requires a real-time report that will show up to 15 minutes of real time data on the screen, allowing the supervisor to identify trends as they emerge.
Which Real-Time Display would accomplish this?
A. Time Line Display
B. Interval to Date Display
C. 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 Lo 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.



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