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Q&A

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Exam : **3300**

Title : Avaya Aura Contact Center Administration Exam

Version : DEMO

1.A customer with Avaya Contract Center in SIP environment would like to add voice processing commands to an application.
Which block would be required?
A. IVR
B. Treatment
C. Output
D. Input
Answer: D

2.A customer with Avaya Aura Contact Center has created a loop in a script application with the following parameters:
1. While the caller is in the loop, the customer wants an announcement to play every thirty seconds, and the queued status of the call and the In-service status of the skillset must be evaluated
2. If the call is not queued, and if the skillset is out of service, the call will be sent to an out of service announcement
3. If the call is not queued and the skillset is in service. It must be re-queued.
What is the proper script syntax to accomplish this requirement.?
A. Section wait_loop
IF NOT QUEUED THEN
IF OUT OF SERVICE SKILLSET automotive THEN
GIVE RAN out_of_service_ran_gv
DISCONNECT
END IF
END IF
GIVE RAN agts_stlll_busy_ran_gv
WAIT 30
EXECTUTE wait_loop
B. Section wait_loop
IF NOT QUEUED THEN
IF NOT OUT OF SERVICE automotive THEN
QUEUE TO SKILLSET automotive
WAIT 2
ELSE
GIVE RAN out_of_service_ran_gv
DISCONNECT
END IF E
ND IF
GIVE RAN agts_still_bu5y_ran_gv
WAIT 30
EXECTUTE wait_loop
C. Section wait_loop
IF QUEUED AND
IF OUT OF SERVICE automotive THEN
GIVE RAN out_of_service_ran_gv

DISCONNECT
END IF
END IF
GIVE RAN agts_still_busy_ran_gv
WAIT 30
EXECTUTE wait_loop
D. Section wait_loop
IF NOT QUEUED AND
IF NOT OUT OF SERVICE SKILLSET automotive THEN
GIVE RAN out_of_service_ran_gv
DISCONNECT END IF
END IF
GIVE RAN agts_still_ran_gv
WAIT 30
EXECUE walt_loop
Answer: B

3.A customer is using the intrinsic Call Rate in & script. For what Information is the system looking when the Call Rate Intrinsic is used?
A. the number of contacts that entered the system in the last 10 minutes
B. the total number of active calls in the system
C. the number of calls that entered the system in the last 10 minutes
D. the number of calls answered in the preceding 10 minutes
Answer: A

4.A customer with Avaya Aura Contact Center wants to see in a report the percentage of calls being answered in the automotive skillset in 20 seconds or less.
What would need to be programmed to obtain this data?
A. Create an application threshold class, set the Level 1 %Servlce_Level_S Threshold to 20, the Level 2 %Servlce_Level_S threshold to 30, and assign the threshold class to the automotive ski 11 set.
B. Create a skillset threshold class, set the Level 1 %Service_Level_S Threshold lo 10, the Level 2% Service_Level_S Threshold to 20 and assign the threshold class to the automotive skillset.
C. Create an application threshold class, set the Level 1 Service Level Threshold to 20, and assign the threshold class to the automotive skillset.
D. Create a skillset threshold class, set the Level 1 Service Level Threshold to 20, and assign the threshold class to the automotive skillset.
Answer: D

5.A customer with Avaya Aura Contact Center will use the Contact Router for all calls entering the system. What is one function of the Contact Router?
A. It links agents to applications.
B. It links skillsets to applications.
C. It links Intrlnslcs to applications.
D. It links Control Directory Numbers (CDN) to applications.

Answer: D

6.Which statement regarding scripts is true?
A. A secondary script is the only place treatments can be applied to the call.
B. A primary script is referenced directly from the Master script, otherwise It Is a secondary script.
C. A primary script is the only place that call variables can be assigned.
D. Secondary and primary scripts are exactly the same.
Answer: B

7.Which two commands can update the value of a call variable? (Choose two.)
A. GIVE
B. READVAR
C. ASSIGN TO
D. COLLECT DIGITS
E. SEND REQUEST
Answer: CD

8.How many seconds are recommended that a script should wait after queuing a contact to a skillset?
A. WAIT 1
B. WAIT 2
C. WAIT 4
D. WAIT 8
Answer: B

9.A customer with Avaya Aura Contact Center has written a script application. The Problem View Is showing a syntax error with the following area of script: IF DAY OF WEEK EQUALS MONDAY..FRIDAY THEN
What is the correct syntax required for this application?
A. IF DAYS OF WEEK EQUALS MONDAY..FRIDAY THEN
B. IF DAY OF WEEK EQUAI S MON..FRI THEN
C. IF DAY OF WEEK - MONDAY FRIDAY THEN
D. IF DAY OF WEEK = MONDAY..FRIDAY THEN
Answer: D

10.A supervisor with Avaya Aura Contact Center would like to create a custom Application Display The data fields available are cumulative, fixed, and instantaneous. What is an example of a cumulative data field?
A. Application Name
B. Average Answered Delay
C. Calls Waiting
D. Service Level Threshold
Answer: B