

# Avaya

3312

*Avaya Aura Contact Center Administration*

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# Latest Version: 10.0

## Question: 1

Given the following namespace:

mycustomer.com

| en\_us

| ad\_hoc\_messages

| music\_on\_hold

| out\_of\_hours

To enable in-queue announcements to be played, into which content group would the prompts be uploaded?

- A. out\_of\_hours
- B. music\_on\_hold
- C. ad\_hoc\_messages
- D. en\_us

**Answer: D**

Explanation:

## Question: 2

A customer with Avaya Aura® Contact Center (AACC) needs to create a new Contact Center Management agent.

Which three features can be assigned to a Contact Center Management agent? (Choose three.)

- A. Skillsets.
- B. Activity Code
- C. Call Presentation Class
- D. Control Directory Number (CDN)
- E. Threshold Class

**Answer: B, C, D**

Explanation:

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### Question: 3

A customer with Avaya Aura® Contact Center (AACC) has lost their administrator and therefore must create a Contact Center Management supervisor who can also log into the Contact Center Manager Administration (CCMA) as an administrative user, in the interim until the administrator can be replaced. The customer wants the supervisor definition to be linked to the Contact Center Manager Administrative User definition.

What needs to be done to link the supervisor definition to a web administrative user definition?

- A. In Contact Center Management, first create a new supervisor, and under CCMA Login Account Details, assign User Name and Password. Then in Access and Partition Management assign that supervisor a user type of Administrator.
- B. Create a new user in Access and Partition Management, and assign a password.
- C. Create a new user in Access and Partition Management, assign User Type Administrator, and assign a password.
- D. In Contact Center Management, create a new supervisor, and assign Administrator Voice URI.

**Answer: C**

Explanation:

### Question: 4

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**

Explanation:

### Question: 5

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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 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**

Explanation:

### Question: 6

When using the Configuration Tool, which user can upload or download data to and from the Contact Center Manager Server?

- A. SYSMON
- B. IUSR\_SWC
- C. iceAdmin
- D. Administrator

**Answer: D**

Explanation:

### Question: 7

A supervisor with read/update/create/delete skillsets capability is trying to delete a skillset from the skillset page under the Configuration component. The error message indicates that the skillset is in use and must be removed from anything referencing it, before it can be deleted from Contact Center Manager Server (CCMS). Which two places should the supervisor look for these references? (Choose two.)

- A. Real Time Statistics > Skillset Statistics
- B. Historical Statistics > Parameters
- C. Contact Center Management > Agent Definition
- D. Orchestration Designer > Scripts and Flows

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**Answer: C**

Explanation:

### Question: 8

Which three tasks can you perform from the Avaya Agent Browser? (Choose three.)

- A. Enter After Call Work Codes
- B. Call Customer
- C. Call Supervisor
- D. Enter Activity Codes
- E. Enter Call Notes

**Answer: A, D, E**

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