Avaya
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Scripting with Avaya Aura Contact Center Orchestration Designer

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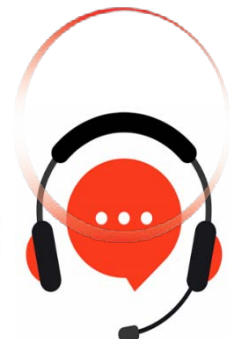
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Question: 1

Expressions in Orchestration Designer are primarily used for what purpose?
Response:

A. Defining user roles
B. Creating complex calculations
C. Assigning static data to variables
D. Generating automated backups

Answer: B

Question: 2

Which views facilitate external resource management in Orchestration Designer?
(Select two)
Response:

A. Resource view
B. Media view
C. External files view
D. Properties view

Answer: A,B

Question: 3

What is the purpose of the "Global Variable" in Orchestration Designer?
Response:

A. To store user-specific information
B. To maintain data across different calls
C. To track the number of calls in queue
D. To manage agent logins

Answer: B

Question: 4

Orchestration Designer is crucial for creating which type of contact center solution?
Response:

A. Payroll systems
B. Interactive Voice Response (IVR) systems
C. Inventory management systems
D. Employee training platforms

Answer: B

Question: 5

In Orchestration Designer, which view is best suited for managing external resources like audio files?
Response:

A. Resource view
B. Media view
C. External view
D. Files view

Answer: A

Question: 6

The Properties view in Orchestration Designer is used for what purpose?
Response:

A. To set properties of selected script elements
B. To change the layout of the script design interface
C. To monitor real-time script execution
D. To allocate system resources

Answer: A

Question: 7

How do wizards assist in application creation within Orchestration Designer?
Response:

A. By providing real-time debugging
B. By offering step-by-step guidance
C. By automating backup processes
D. By enhancing security protocols

Answer: B

Question: 8

How does the "Exception Handling" feature benefit script reliability in Orchestration Designer?
Response:

A. By rerouting calls during peak hours
B. By handling errors and exceptions gracefully
C. By automatically updating scripts
D. By optimizing call routing algorithms

Answer: B

Question: 9

During the installation, what type of network configuration is crucial?
Response:

A. Static IP address
B. DHCP
C. VPN
D. NAT

Answer: A

Question: 10

What type of data can be stored in variables within Orchestration Designer?
Response:

A. Only strings
B. Only numbers
C. Strings, numbers, and boolean values
D. Data is not stored in variables

Answer: C

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