Avaya

3312 Exam

Avaya Aura® Contact Center Administration

Questions & Answers
Demo

Version: 8.0

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

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: BCD

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

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

Question: 5

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

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