

3312^{Q&As}

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QUESTION 1

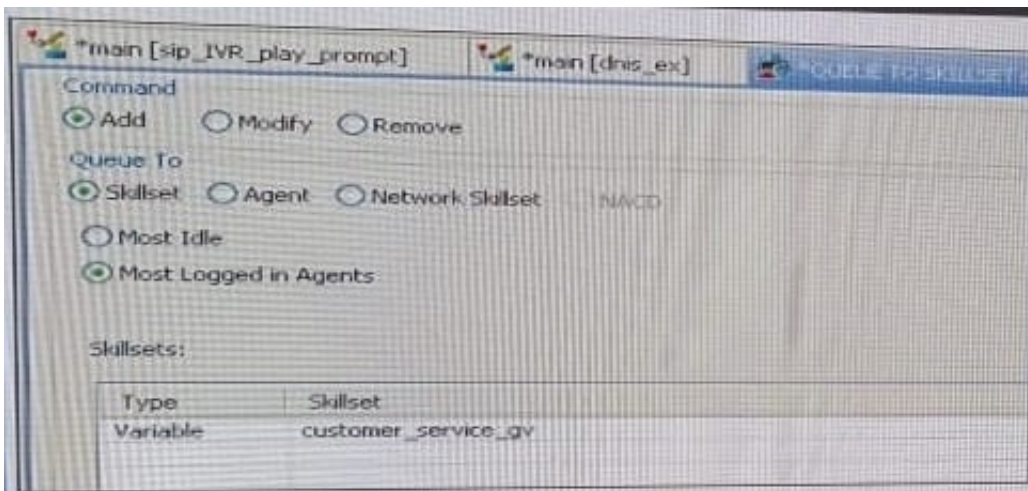
A customer with Avaya Aura Contact Center (AACC) is creating an application flow using a Queue block. This block can be given a unique name to identify it on the flow-Under which tab on the Queue block would the name of the block be assigned?

- A. Transition
- B. Setup
- C. Processing
- D. Queue

Correct Answer: B

QUESTION 2

Refer to the exhibit.



The Queue block in the exhibit shows queuing to multiple skillsets as referenced in the Global variable, customer_service_gv. The administrator would like the calls to queue to the skillset with the most logged in agents. Using a Queue block, under which tab would the Most Logged in Agents be configured?

- A. Logic
- B. Processing
- C. Queue
- D. Setup

Correct Answer: A

QUESTION 3

A customer with Avaya Aura Contact Center (AACC) has created a script application. The customer would like to convert this script application into a now application. Which statement regarding converting scripts is true?

- A. Only an administrator logged in with webadmin credentials can perform the conversion.
- B. The original script application must be in the Contact Center View.
- C. The original script application must be in the Local View.
- D. The conversion of a script to a flow results in two scripts, the original script version and the new flow version.

Correct Answer: C

QUESTION 4

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.

Correct Answer: C

QUESTION 5

The manager of the Customer Service Department wants calls into the Customer Service Application to be answered in 20 seconds or less, and wants to see what percentage of calls are meeting this objective by watching real-time displays. Where would the Contact Center Manager Administration (CCMA) establish this 20 second cutoff point?

- A. Historical Statistics
- B. Real Time Statistics
- C. Real Time Reporting

D. Application Threshold Class

Correct Answer: D

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