

# 3312<sup>Q&As</sup>

Avaya Aura Contact Center Administration Exam

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**QUESTION 1**

Which task can the supervisor perform in the Real-Time Displays window under the Change Mode column?

- A. Force the agent into Not Ready and select an existing Not Ready Reason Code.
- B. Force the agent into Not Ready and select an existing After Call Work Code.
- C. Force the agent to login.
- D. Force the agent to logout.

Correct Answer: A

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**QUESTION 2**

A supervisor with Administrator user privileges wants to be able to manage voice prompts and music on the Avaya Aura Media Server (AAMS). Through which Launchpad item can this be accomplished?

- A. Call Recording and Quality Monitoring
- B. Prompt Management
- C. Configuration
- D. Access and Partition Management

Correct Answer: D

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**QUESTION 3**

A customer with Avaya Aura Contact Center (AACC) Orchestration Designer wants to create an application flow that checks the following:

1.  
Verify that the skillset is in service.
2.  
Provide a recorded announcement if the skillset is not in service.
3.  
Queue to the skillset if the skillset is in service.
4.  
Provide a recorded announcement for a welcome message. Which three flow blocks support these requirements?

(Choose three.)

- A. Wait
- B. Queue
- C. Output
- D. Input
- E. Logic

Correct Answer: ABC

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#### QUESTION 4

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).

Correct Answer: B

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#### QUESTION 5

A customer with Avaya Aura Contact Center (AACC) will use the Contact Router for all calls entering the system. What is one function of the Contact Router?

- A. It can link intrinsics to applications.
- B. It can link agents to applications.
- C. It can link skillsets to applications.
- D. It can link Control Directory Numbers (CDN) to applications.

Correct Answer: C

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