

3312^{Q&As}

Avaya Aura Contact Center Administration Exam

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QUESTION 1

The CCMS Host Application Interface (HAI) Service provides database lookup and call data attachment service without using a Customer Developed Applicator (CDA). What is used to configure this service?

- A. Task Flow Executor (TFE)
- B. Application Programming Interface (API)
- C. Data Exchange Server (DX Server)
- D. Database Integration Wizard (DIW)

Correct Answer: A

QUESTION 2

A customer with on Avaya Aura Contact Center Is using the IF THEN ELSE END IF expression in the script.

Given the following section of script:

```
IF DNIS = SOOO THEN
```

```
QUEUE TO SKILLSET customer_service
```

```
WAIT 2
```

```
ELSF
```

```
QUEUE TO SKILLSET general_Info
```

```
WAIT 2
```

```
END IF
```

```
QUEUE TO SKILLSET backup_skillset WAIT 2
```

Which statement describes what will happen to a caller encountering this section of script?

- A. Callers with DNIS 5000 will queue to customer_service, all other callers will queue to general_info and backup__skillset.
- B. Callers with DNIS 5000 will queue to customer_service and backup_skillset and all other calls will queue to general_info.
- C. Callers with DNIS 5000 will queue to customer_servlce, all other calls will queue to backup_skillset.
- D. Callers with DNIS 5000 will queue to customer_service and backup_skillset, all other callers will queue to general_info and backup,,skillset.

Correct Answer: D

QUESTION 3

A customer with Avaya Aura Contact Center (AACC) wants to create a script using intrinsics. The script will be screened using the `\\QUEUED COUNT\\` intrinsic.

Which category of intrinsic is the `\\QUEUED COUNT"` intrinsic?

- A. Traffic
- B. Time
- C. Call
- D. Skillset

Correct Answer: A

QUESTION 4

A customer with Avaya Aura Contact Center (AACC) launches Orchestration Designer (OD) and the OD displays four views.

Which view provides a snapshot of the latest and most up-to-date data from the AACC?

- A. the Contact Center Manager Administration View
- B. the Synchronization View
- C. the Contact Center View
- D. the Local View

Correct Answer: C

QUESTION 5

A customer with Avaya Aura Contact Center has created a loop in a script application with the following parameters:

1.
While the caller is in the loop, the customer wants an announcement to play every thirty seconds, and the queued status of the call and the In-service status of the skillset must be evaluated

2.
If the call is not queued, and if the skillset is out of service, the call will be sent to an out of service announcement

3.

If the call is not queued and the skillset is in service. It must be re-queued.

What is the proper script syntax to accomplish this requirement?

A. Section wait_loop IF NOT QUEUED THEN IF OUT OF SERVICE SKILLSET automotive THEN GIVE RAN out_of_service_ran_gv DISCONNECT END IF END IF GIVE RAN agts_still_busy_ran_gv WAIT 30

EXECTUTE wait_loop

B. Section wait_loop IF NOT QUEUED THEN IF NOT OUT OF SERVICE automotive THEN QUEUE TO SKILLSET automotive WAIT 2 ELSE GIVE RAN out_of_service_ran_gv DISCONNECT END IF END IF GIVE RAN agts_still_bu5y_ran_gv WAIT 30 EXECTUTE wait_loop

C. Section wait_loop IF QUEUED AND IF OUT OF SERVICE automotive THEN GIVE RAN out_of_service_ran_gv DISCONNECT END IF END IF GIVE RAN agts_still_busy_ran_gv WAIT 30 EXECTUTE wait_loop

D. Section wait_loop IF NOT QUEUED AND IF NOT OUT OF SERVICE SKILLSET automotive THEN GIVE RAN out_of_service_ran_gv DISCONNECT END IF END IF GIVE RAN agts_still_ran_gv WAIT 30 EXECUE wait_loop

Correct Answer: B

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