



Free Questions for 3312 by certsinside

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Question 1

Question Type: MultipleChoice

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

Options:

- 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.

Answer:

A

Question 2

Question Type: MultipleChoice

A supervisor with Avaya Aura Contact Center (AACC) would like to create a custom Application Display. The data fields available fall into three categories: cumulative, fixed, and instantaneous.

What is an example of a fixed data field?

Options:

- A- Service Level Threshold
- B- Average Answered Delay
- C- Application Name
- D- Calls Waiting

Answer:

B

Question 3

Question Type: MultipleChoice

You must configure Avaya Aura Contact Center (AACC) to send skillset calls back to the queue when they are delivered to an available agent, but do not get answered by that agent.

Which AACC configuration option is used to accomplish this task?

Options:

- A- Formulas
- B- Call Presentation Classes
- C- Global Settings
- D- Threshold Classes

Answer:

B

Question 4

Question Type: MultipleChoice

A customer with Avaya Aura Contact Center (AACC) in a SIP environment has added an Avaya Media Aura Server (AAMS) to the Contact Center Management Administration (CCMA).

What is the next step in the configuration of the AAMS?

Options:

- A- The AAMS must be rebooted.
- B- Skillsets must be associated to the AAMS.
- C- Services such as Announcements and Dialog must be associated to the AAMS.
- D- The AAMS must be referenced in Global Settings.

Answer:

C

Question 5

Question Type: MultipleChoice

A supervisor with administrative user privileges requires access to create and delete skillsets through the configuration component.

Where are the create and delete permissions assigned?

Options:

- A- Report Groups
- B- Access Class
- C- Launchpad Items
- D- Standard Partition
- E- User Defined Partition

Answer:

A

Question 6

Question Type: MultipleChoice

A customer with Avaya Aura Contact Center (AACC) needs to create a new Contact Center Management supervisor in a SIP environment?

Which field is mandatory for a Contact Center Management supervisor in a SIP environment?

Options:

- A- Password
- B- Language
- C- Skillset
- D- Login ID
- E- Call Presentation Class

Answer:

D

Question 7

Question Type: MultipleChoice

Which function does the Avaya Aura Media Server (AAMS) provide to the Avaya Aura Contact Center (AACC) in a SIP environment?

Options:

- A-** It supports the Active Directory link to the Computer Telephony Integration (CTI) agent.
- B-** It links the Communications Control Toolkit Server to the Contact Center Management Administration (CCMA).
- C-** It supports the Avaya Agent Desktop.
- D-** It anchors customer calls, announcements, and agent calls to the AAMS conference it created.

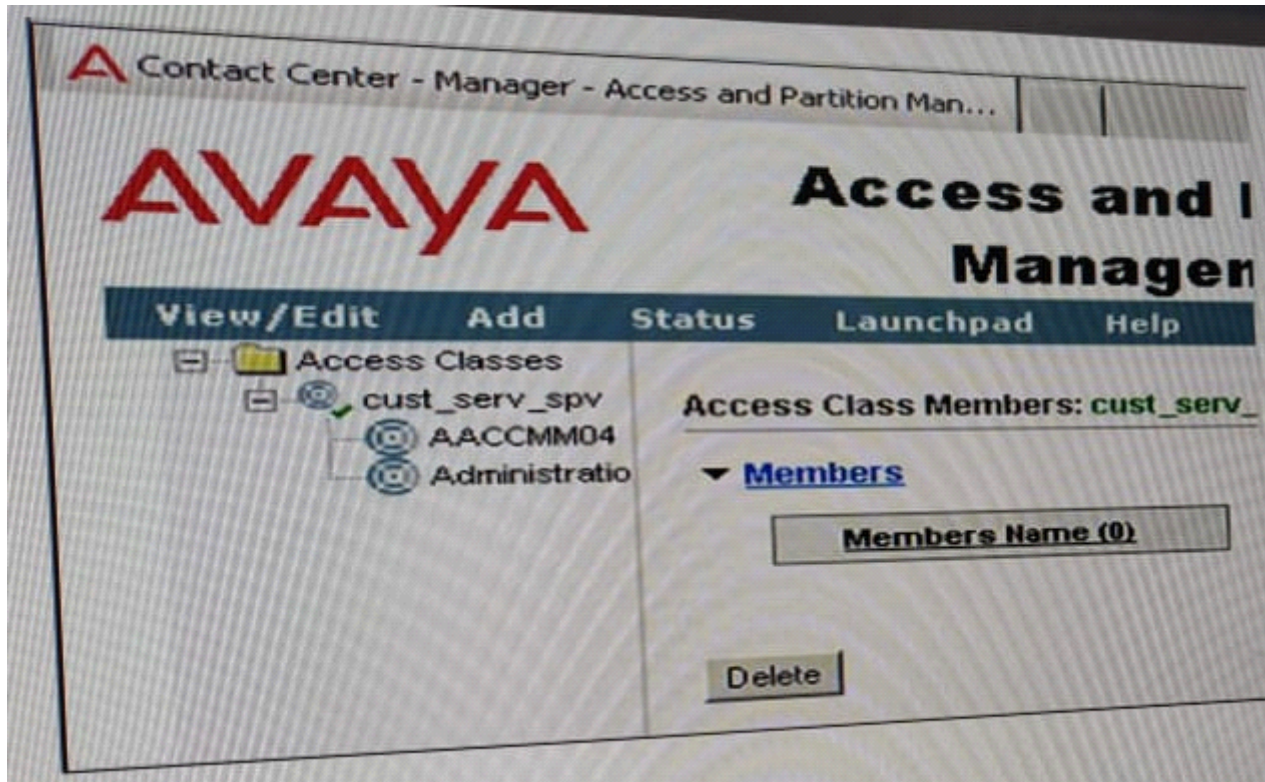
Answer:

A

Question 8

Question Type: MultipleChoice

Refer to the exhibit.



The graphic shows an Access Class, `cust_serv_spv`, and the two components that comprise the Access Class definition, the contact Center Manager Server (CCMS) AACMM04, and the Administration. Permissions levels are granted to items within the launchpad through the creation of an Access Class.

If the supervisor has access to every item on the Launchpad, and if no permissions are granted under the Administration option what would be the result of access restriction for the user assigned to that Access Class?

Options:

- A- The user would not be able to access the Audit Trail from the Launchpad.
- B- The user would not be able to acquire Control Directory Numbers (CDN).
- C- The user would not be able to create new administrative users.
- D- The user would not be able to configure new agents.

Answer:

C

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