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Avaya Aura® Contact Center Administration Exam

QUESTION 1
A customer with Avaya Aura Contact Center wants to see in a report the percentage of calls being answered in the automotive skillset in 20 seconds or less. What would need to be programmed to obtain this data?

A. Create an application threshold class, set the Level 1 %Servlce_Level_S Threshold to 20, the Level 2 %Servlce_Level_S threshold to 30, and assign the threshold class to the automotive ski 11 set.
B. Create a skillset threshold class, set the Level 1 %Service_Level_S Threshold lo 10, the Level 2% Service_Level_S Threshold to 20 and assign the threshold class to the automotive skillset.
C. Create an application threshold class, set the Level 1 Service Level Threshold to 20, and assign the threshold class to the automotive skillset.
D. Create a skillset threshold class, set the Level 1 Service Level Threshold to 20, and assign the threshold class to the automotive skillset.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
A customer with Avaya Aura Contact Center will use the Contact Router for all calls entering the system. What is one function of the Contact Router?

A. It links agents to applications.
B. It links skillsets to applications.
C. It links Intrlnslcs to applications.
D. It links Control Directory Numbers (CDN) to applications.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3
Which statement regarding scripts is true?

A. A secondary script is the only place treatments can be applied to the call.
B. A primary script is referenced directly from the Master script, otherwise It Is a secondary script.
C. A primary script is the only place that call variables can be assigned.
D. Secondary and primary scripts are exactly the same.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Avaya Aura® Contact Center Terminology page 73

QUESTION 4
Which two commands can update the value of a call variable? (Choose two.)

A. GIVE
B. READVAR
C. ASSIGN TO
D. COLLECT DIGITS
E. SEND REQUEST

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Avaya Aura® Configuration—Orchestration Designer Application Development   307
Avaya Aura® Configuration—Orchestration Designer Application Development 351

QUESTION 5
A customer with Avaya Aura Contact Center has written a script application. The Problem View Is showing a syntax error with the following area of script:

IF   DAY OF WEEK EQUALS   MONDAY..FRIDAY THEN

What is the correct syntax required for this application?

A. IF DAYS OF WEEK EQUALS MONDAY..FRIDAY THEN
B. IF DAY OF WEEK EQUALS MON..FRI THEN
C. IF DAY OF WEEK - MONDAY FRIDAY THEN
D. IF DAY OF WEEK = MONDAY..FRIDAY THEN

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
256 Avaya Aura® Configuration—Orchestration Designer Application Development

QUESTION 6
A supervisor with Avaya Aura Contact Center would like to create a custom Application Display   The data fields available are cumulative, fixed, and instantaneous.

What is an example of a cumulative data field?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
You just installed a new Avaya Aura Contact Center (AACC) Installation and you need to configure it to talk to the Avaya Media Server (Avaya MS).

Which configuration options do you needed to configure to accomplish this?

A. Media Servers and Routes
B. Media Servers and Media Service and Routes
C. Routes and Contact Types

D. CONs (Route Points) and Skillsets

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8
X customer with Avaya Aura Contact Center wants to create variables for use in script and flow applications.

What are the limitations of creating global and call variables?

A. Maximum 100 global variables, maximum 100 call variables
B. No stated maximum to global variables, maximum 100 call variables
C. Maximum 100 global variables, No stated maximum to call variables
D. Maximum 1000 global variables, maximum 100 call variables

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Page 200 Avaya Aura® Contact Center Planning and Engineering
Avaya Aura® Configuration—Orchestration Designer Application Development page 259

QUESTION 9
Besides creating SQL statements that can be executed within scripts, what is another use of the database Integration wizard?

A. It can be used to define variables.
B. It can be used to store scripts.
C. It can be used to integrate scripts with web services.
D. It can be used to define SCE blocks.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Avaya Aura® Contact Center Server Administration Page 55

QUESTION 10
A customer with Avaya Aura Contact Center wants to create a script using Intrinsic. The script will contain screening based on the how many calls are currently queued.

Which category of Intrinsic would be used to accomplish this?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Avaya Aura® Configuration—Orchestration Designer Application Development Page 381

QUESTION 11
An agent In Avaya Aura Contact Center steps away from the phone set without logging out or going into Not Ready- Upon return. It is discovered that the telephone has been logged out.
What is the most likely explanation?

A. The "Longest Idle since Last ACD/CDN" calls expired, logging out the telephone.
B. The Call Presentation Class "Return To Queue" was enabled for this telephone, a call was presented and returned to the queue while the agent was away and the Logout option was assigned for After "Return to Queue, Make Phone set".
C. The Call Presentation Class "After Call Break for N seconds" was enabled for this telephone, and the telephone was forced logged out.
D. The "Longest Idle since Login" expired, logging out the telephone.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Page 58 Avaya Aura® Contact Center Administration–Client Administration

QUESTION 12

A supervisor with Avaya Aura Contact Center wants to setup a requirement for the Calls Waiting column on a Skillet Display to update in yellow when three or four calls are in queue, and red when five or more calls are in queue for the Customer Service Skillet.

Which three areas of Contact Center Administration must be configured to accomplish this goal? (Choose three.)

A. Create a Skillet Threshold Class, assign 3 to Level 1, and 5 to Level 2 for Calls Waiting.
B. Open a Standard Skillset Display, assign yellow highlighting to level 1 of the Calls Waiting column, and red to level 2 of the Calls Waiting column.
C. Assign Skillet Threshold Class to Customer Service Skillset.
D. Create a custom formula for Calls Waiting.
E. Create a custom Skillset Display, assign yellow highlighting to level 1 of the Calls Waiting column, and red to level 2 of the Calls Waiting column.

Correct Answer: ABC
Section: (none)
Explanation

Explanation/Reference:
Avaya Aura® Configuration—Orchestration Designer Application Development   281

QUESTION 13
A customer with Avaya Aura Contact Center has created a script application. The customer would like to convert this script application into a flow application.

Which two statements regarding converting scripts are true? (Choose two.)

A. The original script application must be In the Contact Center View.
B. The original script application must be In the Local View.
C. The conversion of the script to a flow results in only one APPLICATION, the flow version.
D. The conversion of a script to a flow results in two scripts, the original script version and the new flow version.

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:
Avaya Aura® Configuration—Orchestration Designer Application Development Page 127

QUESTION 14
A customer with Avaya Aura Contact Center Manager Server would like to view the differences between the data In the Local View and the data In the Contact Center View, and then resolve the differences so that both views contain the same data.

Which view enables this feature?

A. Problems View
B. Synchronization View
C. Comparison View
D. Editor View

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
108 Avaya Aura® Configuration—Orchestration Designer Application Development

QUESTION 15
A customer with Avaya Aura Contact Center wants to create a script In the Local View. Which three statements are true regarding the Local View? (Choose three.)

A. The Local View can be populated with Contact Center View data.
B. Application Manager Data added to the Local View is automatically updated in the Contact Center View.
C. The Local View can be launched as a stand-alone option from an executable on a user's machine.
D. By default, when the Local View is initially opened it includes the same data as the Contact Center View.
E. New applications created In the Local View may be added to the Contact Center View using the Synchronization View.

Correct Answer: ADE
Section: (none)
Explanation

Explanation/Reference:
Avaya Aura® Configuration—Orchestration Designer Application Development 109
Avaya Aura® Configuration—Orchestration Designer Application Development   111

QUESTION 16
A customer with Avaya Aura Contact Center wants callers, who are waiting to be answered by an agent, to hear a series of three different recorded announcements while they are waiting in queue.

Which section of script would accomplish this scenario?

A. ASSIGN 1 TO loop_counter_cv
    SECTION wait_loop
    WHERE loop_counter_cv   EQUALS
    VALUE 1: GIVE RAN 15
    VALUE 2: GIVE RAN 16
    VALUE 3: GIVE RAN 17
    DEFAULT: ASSIGN loop_counter_cv +   1 TO loop_counter_cv
    END WHERE
    WAIT 30
    EXECUTE wait_loop

B. SECTION wait_loop
    ASSIGN 1 TO loop_counter_cv
    WHERE loop_counter_cv   EQUALS
    VALUE 1: GIVE RAN 15
    VALUE 2: GIVE RAN 16
    VALUE 3: GIVE RAN 17
    DEFAULT: ASSIGN loop_counter_cv +   1 TO loop_counter_cv
    END WHERE
    WAIT 30
    EXECUTE wait_loop

C. ASSIGN 1 TO loop_counter_cv SECTION wait_loop
    WHERE loop_counter__cv EQUALS
    VALUE 1: GIVE RAN 15
    VALUE 2: GIVE RAN 16
    VALUE 3: GIVE RAN 17
    DEFAULT: ASSIGN 0 TO loop_counter   cv
    END WHERE
    ASSIGN loop_counter__cv +   1 TO loop__counter_cv
    WAIT 30
    EXECUTE wait_loop

D. ASSIGN 1 TO loop_counter_cv SECTION wait_loop
    WHERE loop_counter_cv EQUALS
    VALUE 1: GIVE RAN 15
    VALUE 2: GIVE RAN 16

VALUE 3: GIVE RAN 17
DEFAULT:
END WHERE
ASSIGN loop_.counter_.cv + 1 TO loop_counter_cv
WAIT 30
EXECUTE wait_loop

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17
When using a host block within a call flow, what does the Provider ID value refer to?

A. This is the HDX Connection Provider ID set within the database integration wizard.
B. This Is the SQL Statement ID set within the database integration wizard.
C. This is the license identifier of the Avaya Aura Contact Center (AACC) base Contact Center Manager Server (CCMS) license.
D. This is the caller's telephone number.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Avaya Aura® Configuration—Orchestration Designer Application Development   205

QUESTION 18
A customer with Avaya Aura Contact Center needs to create a new Contact Center Supervisor who will also be an Administrative User.

Which field on the Supervisor Definition page must be completed to simultaneously create a supervisor and an Administrative User?

A. User type
B. Login ID
C. Create CCT Agent
D. CCMA Login Account Details

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
176 Avaya Aura® Contact Center Administration–Client Administration

QUESTION 19
A customer with Avaya Aura Contact Center is attempting to add a new activity code to the system but receives a system error stating that the maximum number of activity codes allowed has been exceeded.

Under which option within the Configuration component would the customer look, to determine the maximum number of allowed activity codes?

A. Historical Statistics
B. Real Time Statistics
C. Threshold Classes
D. Global Settings

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 20
A customer with Avaya Aura Contact Center would like to use the Configuration Tool spreadsheet to add resources to the Contact Center.

Which three tasks can be configured using this tool? (Choose three.)

A. assignments
B. skillsets
C. script variables
D. threshold classes
E. presentation classes

Correct Answer: BDE
Section: (none)
Explanation

Explanation/Reference:
Avaya Aura® Contact Center Administration–Client Administration   31

QUESTION 21
A customer with an Avaya Aura Contact Center is uploading configuration data using the Contact Manager Administration Configuration Tool spreadsheets

Which two actions can be taken using the spreadsheets? (Choose two.)

A. Add a new Dialed Number Identification Service (DNIS).
B. Modify an agent configuration.
C. Acquire a Control Directory Number (CDN).
D. Modify a skillset.
E. Associate a service to the Avaya Media Server (Avaya MS).

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22
A customer with Avaya Aura Contact Center must create a Contact Center Management supervisor who also has administrative user capabilities.

Where is this accomplished?

A. In Contact Center Management, create a new supervisor, and under Contact Center Manager Administration (CCMA) Login Account Details assign User Name and Password.
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: A
Section: (none)
Explanation

Explanation/Reference:
Page 176 Avaya Aura® Contact Center Administration–Client Administration

QUESTION 23
When configuring an Access Class within the Access and Partition Management component of Avaya Aura Contact Center, the system presents two options on which to assign permission.

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

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
A customer with Avaya Aura Contact Center would like to use expressions in their script.

When used in a script application, which three expressions require an accompanying END expression? (Choose three.)

A. SECTION
B. IF
C. GIVE IVR
D. WHERE EQUALS
E. EVENT HANDLER

Correct Answer: BDE
Section: (none)
Explanation

Explanation/Reference:
Avaya Aura® Configuration—Orchestration Designer Application Development page 331 , 327

QUESTION 25

A customer with Avaya Aura Contract Center wants to assign five agents to a new skillset in the most efficient way possible.

How would the customer assign the agents to the skillset?

A. Assign the new skillset to that agent's partition.
B. Use the skillset window from the skillset view to assign multiple agents.
C. Select all five agents from the Agents details window, then drag and drop them to the new skillset.
D. Use the skillset section in the agent details window to assign the agents at the same time to the new skillset.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
224 Avaya Aura® Contact Center Administration–Client Administration

QUESTION 26
A customer with an Avaya Aura Contact Center has been notified that due to Inclement weather the contact center will not be opening today. The customer would like to remotely implement an announcement to explain the reason for the unscheduled closure and is going to use a Boolean variable to accomplish this.

Which two statements regarding a Boolean variable are true? (Choose two.)

A. A Boolean variable is a variable of the type TRUE/FALSE.
B. A Boolean variable is a variable of the type ON/OFF.
C. A Boolean variable can be used on a Master Script, a Primary Script or a Secondary Script.
D. A Boolean variable cannot be used in a loop.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Configuration—Orchestration Designer Application Development Page 257

QUESTION 27
When more than one agent is available to receive a call, the agent with the highest priority In the skillset will receive the call. If more than one agent has the highest priority, the customer would like the call to be presented to the agent who has been idle the longest since their last Automatic Call Distribution/Control Directory Number (ACD/CDN) call.

Where is this parameter configured?

A. Historical Statistics >Parameters

B. Skillset Definition >Call Age Preference

C. Real Time Statistics>Agent Stat.

D. Global Setting > Agent Order Preference

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Page 132 Avaya Aura® Contact Center Administration–Client Administration

QUESTION 28
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 = 5OOO THEN
QUEUE TO SKILLSET customer_service
WAIT 2
ELSE
QUEUE TO SKILLSET general_Info
WAIT 2
END IF
QUEUE TO SKILLSET backup_sklllset 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__sklllset.

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: A
Section: (none)
Explanation

Explanation/Reference:
Avaya Aura® Configuration—Orchestration Designer Application Development Page 309

QUESTION 29
A customer with an Avaya Aura Contact Center would like to implement emergency routing using the READVAR/SAVEVAR wild variable.

Within a LOGIC block, which two categories of expression would be required to Implement READ/VAR SAVE/VAR in a flow application? (Choose two.)

A. Saved Variable
B. Locked Variable
C. Locked Assignment
D. Saved Assignment

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30
The following script has been created In Avaya Aura Contact Center Orchestration Designer Scripting:

It   OUT OF SERVICE automotive THEN
GIVE RAN technical_difflculties_gv END IF
IF CLID - vip_customers_clid_gv THEN
QUEUE TO SKILLSET automotive WITH PRIORITY 1
WAIT 2
GIVE RAN vip_welcome_gv
ELSE
QUEUE TO SKILLSET automotive
WAIT   2
END IF
GIVE MUSIC classical_wait_cjv WAIT   30

Which three things will occur when a caller encounters this script? (Choose three.)

A. If the automotive skillset is out of service, the caller will hear a technical difficulty announcement, and be disconnected.
B. If the caller Calling Line ID (CLID) is listed in the vip_customers_clid_gv, they will queue to the automotive skillset with a high priority, hear a special announcement, and then hear music.
C. If the caller's CLID Is not listed in the vip_customers_clld_gv, they will queue to automotive with a low priority, hear an announcement and then hear music.
D. If the automotive skillset is out of service, the caller will hear a technical difficulty announcement, and then queue to the automotive skillset.

E. If the caller's CLID is not listed in the vlp_customers_clid_gv, they will queue to automotive a low priority and then hear music.

Correct Answer: ABE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31
A customer with Avaya Aura Contact Center needs to create a new Contact Center Management supervisor in a SIP environment.

Which two fields on the supervisor Details page are mandatory? (Choose two.)

A. Last Name
B. Language
C. Login ID
D. Password
E. Voice URI

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:
Avaya Aura® Contact Center Administration–Client Administration page 197

QUESTION 32
A customer with Avaya Aura Contact Center Orchestration Designer opens the Contact Router for the first time by right clicking the Master Script.

Which options are available?

A. Open in text editor/Open In flow editor
B. Open application/Edit application
C. Open/Open in Flow Editor
D. Open Edit/Open View

Correct Answer: C
Section: (none)

Explanation

Explanation/Reference:
Avaya Aura® Configuration—Orchestration Designer Application Development page 167

QUESTION 33
Given the following namespace:

mycustomer.com
l en_us
l ad_hoc_messages
l music_on_hold
l out_of_hours

Into which content group would the prompts be uploaded to enable In-queue announcements to be played?

A. en_us
B. ad_hoc_messages
C. music_on_hold
D. out_of_hours

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Page 60 NN44400-511 Contact Center SIP Commissioning

QUESTION 34
A customer with Avaya Aura Contact Center has five calls waiting in queue for the Customer Service Skillset. An agent becomes available who can answer the calls.

Which call will be presented to the agent?

A. The call that has been in queue the longest
B. The call that has been in the system the longest
C. The call with the highest priority in the script
D. The call for which the agent has the highest priority

Correct Answer: C

Section: (none)
Explanation

Explanation/Reference:
Avaya Aura® Contact Center Administration–Client Administration page 133

QUESTION 35
How do you configure what the terminating character should be when using the GiveIVR block to play prompt and collect digits?

A. Add an extra number to the Number of Digits value.
B. The terminating character is always "#".
C. Use the Terminating Character configuration entry setting the value.
D. Assign the "#" as a call variable.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Page 226 Avaya Aura® Configuration—Orchestration Designer Application Development

QUESTION 36
You are building a new call flow that will use hold music that is stored on the Avaya Media Server (Avaya MS), while calls are waiting in queue. You created your music folder on Avaya MS and uploaded the music files to the music folder in the Avaya MS 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 skillet.
B. Create a route with the name of the music folder.
C. Create a new music Call Presentation Class.
D. Create a new music Control Directory Number (CDN).

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
62 Avaya Aura® Contact Center Terminology

QUESTION 37
A supervisor has created a custom report template and saved it in the Historical Reporting window within a custom group folder.

Who will have access to this report?

A. all supervisors
B. all supervisors whose user defined partition includes this custom report group
C. any supervisor within the same Supervisor/Reporting Agent group
D. only the supervisor who created the report template

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
244 Avaya Aura® Contact Center Administration–Client Administration

QUESTION 38
A customer with Avaya Aura Contact Center uses an Event Handler to monitor for unsolicited events and failed responses.

Which two statements regarding the Event Handler are true? (Choose two.)

A. The event handler monitors for the music failure.
B. The event handler, if applied on a primary script, does not need to be re-applied on the secondary script.
C. The event handler must be the first line on any script, event handler can monitor for call abandons.

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:
Page 328 Avaya Aura® Configuration—Orchestration Designer Application Development