Vendor: Avaya

Exam Code: 3300

Exam Name: Avaya Aura Contact Center Administration Exam

Version: DEMO

QUESTION 1
A supervisor with Avaya Aura Contact Center wants to setup a requirement for the Calls Waiting column on a Sklllset 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 Sklllset.
Which three areas of Contact Center Administration must be configured to accomplish this goal? (Choose three.)

A. Create a Sklllset 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 Sklllset 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.

Answer: ACE

QUESTION 2
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.

Answer: BC

QUESTION 3
A supervisor In an Avaya Aura Contact Center SIP environment would like to play an announcement and collect digits from a caller using the following TFE command:

```
GIVE IVR WITH VXML TREATMENT voicexml PARAMETERS
```

What are two Inputs after the PARAMETERS command? (Choose two.)

A. prompttoplay
B. _c_play_and_collect
C. GIVE IVR WITH VXML TREATMENT
D. Numberofdigits
E. ASSIGN "please enter account number.wav"

Answer: AD

QUESTION 4
A customer is using the intrinsic Call Rate in & script. For what Information is the system looking when the Call Rate Intrinsic is used?

A. the number of contacts that entered the system in the last 10 minutes
B. the total number of active calls in the system
C. the number of calls that entered the system in the last 10 minutes
D. the number of calls answered in the preceding 10 minutes

Answer: A

QUESTION 5
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.

Answer: D

QUESTION 6
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.

Answer: D

QUESTION 7
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.

Answer: B

QUESTION 8
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

Answer: BD

QUESTION 9
How many seconds are recommended that a script should wait after queuing a contact to a skillset?

A. WAIT 1
B. WAIT 2
C. WAIT 4
D. WAIT 8

Answer: B

QUESTION 10
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 EQUAI S MON..FRI THEN
C. IF DAY OF WEEK - MONDAY FRIDAY THEN
D. IF DAY OF WEEK = MONDAY..FRIDAY THEN

Answer: D

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