



**Free Questions for 3312 by actualtestdumps**

**Shared by Nicholson on 15-04-2024**

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# Question 1

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**Question Type:** MultipleChoice

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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?

## Options:

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- A- Real Time Statistics > Agent Statistics
- B- Historical Statistics > Parameters
- C- Skillset Definition > Call Age Preference
- D- Global Setting > Agent Order Preference

## Answer:

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D

## Question 2

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**Question Type:** MultipleChoice

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A customer with Avaya Aura Contact Center (AACC) 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.

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

### Options:

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

### Answer:

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D

## Question 3

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**Question Type: MultipleChoice**

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A customer with Avaya Aura Contact Center (AACC) requires a real-time report that will show up to 15 minutes of real time data on the screen, allowing the supervisor to identify trends as they emerge.

Which Real-Time Display would accomplish this?

**Options:**

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- A- Time Line Display
- B- Interval to Date Display
- C- Billboard Collection
- D- Agent Map

**Answer:**

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D

## Question 4

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**Question Type: MultipleChoice**

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Refer to the exhibit.

Routes			
	Name	Number	Threshold Class
	Default_Route	999	Route_Template
	xx_agents_busy	21	Route_Template
	xx_agts_still_busy	22	Route_Template
	xx_CallCenterClosed	23	Route_Template
	xx_CallsRecorded	24	Route_Template
	xx_YouEntered	25	Route_Template
	xx_pop	26	Route_Template
*			

The data in the exhibit are found in the Route Definition window under the Configuration component of Avaya Aura Contact Center (AACC) for a SIP-based Contact Center with an Avaya Aura Media Server.

Which statement correctly describes how the Route Number field is used?

**Options:**

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- A- The route number must match a route created in the telephone system.
- B- The route number must match a variable name in the Orchestration Designer.
- C- The route number must be defined in global settings before it can be referenced in Route Definition.
- D- The route number is used in scripting to reference a specific recording or music.

**Answer:**

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C

## Question 5

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**Question Type: MultipleChoice**

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When agents finish with a call, and if there are calls waiting, the next call rings immediately on the agent's telephone set. The supervisor would like the agents to have 30 seconds before the next call is presented to the agent.

Which call presentation class option is needed to accomplish this requirement?

**Options:**

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**A-** Presentation Option: Call Force

**B-** Presentation Option: Return to Queue

**C-** Presentation Option: After Call Break for N seconds:

**D-** Presentation Option: Put DN on hold to answer call

**Answer:**

---

D

## Question 6

Question Type: MultipleChoice

Refer to the exhibit.

User Name : Susan Gordon

▼ User Details

User Name: susan      User Type: Standard

First Name: Susan      Account Type: CCMA Account

Last Name: Gordon      Password: \*\*\*\*\*

▼ Launchpad Options

Access and Partition Management       Real-Time Reporting       Historical Reporting

Configuration       Contact Center Management       Scripting

Emergency Help       Audit Trail       Outbound

Call Recording and Quality Monitoring

▼ Access Classes

Access Class Name (2)	Select All
Sales	<input type="checkbox"/>
xx.Total Access	<input checked="" type="checkbox"/>

According to the User Definition for Susan Gordon shown in the exhibit, which statement regarding her capabilities is correct?

**Options:**

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- A- Susan can change her user name and password.
- B- Susan can bulk load data through the Configuration spreadsheets.
- C- Susan will have access to Real Time Reporting on her launchpad.
- D- Susan can add, delete, and edit Control Directory Numbers (CDN).

**Answer:**

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C

## Question 7

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**Question Type: MultipleChoice**

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A customer with Avaya Aura Contact Center (AACC) needs to create a new Supervisor who will also be a Contact Center Manager Administration (CCMA) user.

Which field on the supervisor definition page must be completed to simultaneously create a supervisor and a CCMA user?

**Options:**

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

**Answer:**

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D

## Question 8

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**Question Type:** MultipleChoice

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The manager of the Customer Service Department wants calls into the Customer Service Application to be answered in 20 seconds or less, and wants to see what percentage of calls are meeting this objective by watching real-time displays.

Where would the Contact Center Manager Administration (CCMA) establish this 20 second cutoff point?

**Options:**

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- A- Historical Statistics

- B-** Real Time Statistics
- C-** Real Time Reporting
- D-** Application Threshold Class

**Answer:**

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D

## Question 9

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**Question Type:** MultipleChoice

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A customer using CTI to provide screen pops to the agent requires a four second delay inserted before a call is presented to the agent's telephone.

Which Call Presentation Class option would be used to accomplish this task?

**Options:**

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- A-** Call Force Delay
- B-** Return to Queue

C- After Call Break for N seconds

D- Put DN on hold to answer call

**Answer:**

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A

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