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Question 1

Question Type: MultipleChoice

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?

Options:

- 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 backupskillset.

Answer:

D

Question 2

Question Type: MultipleChoice

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?

Options:

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 walt_loop
```

Answer:

B

Question 3

Question Type: MultipleChoice

When using the GiveIVR block to play prompt and collect digits, how do you configure what the terminating character should be?

Options:

- A- Assign the '#' as a call variable.
- B- Use the Terminating Character (termchar) configuration entry to set the value.
- C- The terminating character is always '#'.
- D- Add an extra number to the Number of Digits value.

Answer:

C

Question 4

Question Type: MultipleChoice

Which statement regarding scripts is true?

Options:

- A-** A primary script is the only place that call variables can be assigned.
- B-** A secondary script is the only place treatments can be applied to the call.
- C-** A primary script is referenced directly from the Master script, otherwise it is a secondary script.
- D-** Only a single secondary script allowed per application.

Answer:

C

Question 5

Question Type: MultipleChoice

An administrator creating a flow application realizes that a skillset required for the application has not been created.

Which statement about adding the skillset is true?

Options:

- A-** The only way to add a skillset is through the Configuration Component.
- B-** It can be added through the Application Variable folder in the Orchestration Designer tool.
- C-** It can be added through the Applications folder in the Orchestration Designer tool.
- D-** It can be added through the Application Manager Data folder In the Orchestration Designer tool.

Answer:

C

Question 6

Question Type: MultipleChoice

A supervisor in an Avaya Aura Contact Center (AACC) 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 is a valid input after the parameters command?

Options:

- A- Service URI
- B- _c_play_and_collect
- C- GIVE IVR WITH VXML TREATMENT
- D- Numberofdigits
- E- ASSIGN 'please enter account number.wav'

Answer:

D

Question 7

Question Type: MultipleChoice

A customer with Avaya Aura Contact Center (AACC) Orchestration Designer wants to create an application flow that checks the following:

1. Verify that the skillset is in service.
2. Provide a recorded announcement if the skillset is not in service.
3. Queue to the skillset if the skillset is in service.
4. Provide a recorded announcement for a welcome message.

Which three flow blocks support these requirements? (Choose three.)

Options:

- A- Wait
- B- Queue
- C- Output
- D- Input
- E- Logic

Answer:

A, B, C

Question 8

Question Type: MultipleChoice

The CCMS Host Application Interface (HAI) Service provides database lookup and call data attachment service without using a Customer Developed Applicatiior (CDA).

What is used to configure this service?

Options:

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

Answer:

A

Question 9

Question Type: MultipleChoice

A customer with Avaya Aura Contact Center (AACC) will use the Contact Router for all calls entering the system.

What is one function of the Contact Router?

Options:

- A-** It can link intrinsics to applications.
- B-** It can link agents to applications.
- C-** It can link skillsets to applications.
- D-** It can link Control Directory Numbers (CDN) to applications.

Answer:

C

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