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Question 1

Question Type: MultipleChoice

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

Which statement regarding the Event Handler is true?

Options:

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

Answer:

C

Question 2

Question Type: MultipleChoice

Some variables can have a list or range of values instead of only a single value. On creation of these global variables the class type set is selected.

Which three variables types support this class type? (Choose three.)

Options:

A- Skillset

B- Music

C- Agent Identification (Agent_ID)

D- Day

E- Integer

Answer:

A, D, E

Question 3

Question Type: MultipleChoice

A customer with Avaya Aura Contact Center (AACC) has created music treatments that include information about the specific applications that callers might reach. The customer would like callers, who have been put on hold by an agent, to hear the music on hold treatments specific to the application in which they have been answered.

Which section of script would accomplish this?

Options:

A- QUEUE TO SKILLSET automotive

WAIT 2

GIVE RAN 15

GIVE MUSIC 20

EVENT HANDLER

EVENT: CALL ON HOLD

GIVE MUSIC 30

WAIT 60

B- QUEUE TO SKILLSET automotive

WAIT 2

GIVE RAN 15

IF EVENT = CALL ON HOLD THEN

GIVE MUSIC 30

ELSE

GIVE MUSIC 20

END IF

WAIT 60

C- EVENT HANDLER

EVENT MUSIC ON HOLD

GIVE MUSIC 30

END EVENT

QUEUE TO SKILLSET automotive

WAIT 2

GIVE RAN 15

GIVE MUSIC 20

WAIT 60

D- EVENT HANDLER

EVENT CALL ON HOLD

GIVE MUSIC 30

END HANDLER

QUEUE TO SKILLSET automotive

WAIT 2

GIVE RAN 15

GIVE MUSIC 20

WAIT 60

Answer:

C

Question 4

Question Type: MultipleChoice

A customer with an Avaya Aura Contact Center (AACC) in a SIP environment would like to create a script where the customer is prompted to enter their account number through the dial pad. The script would then play the account number back to the caller for confirmation.

Which block will be required?

Options:

- A- Input
- B- Treatment
- C- IVR
- D- Output

Answer:

D

Question 5

Question Type: MultipleChoice

A customer with Avaya Aura Contact Center (AACC) launches Orchestration Designer (OD) and the OD displays four views.

Which view provides a snapshot of the latest and most up-to-date data from the AACC?

Options:

- A- the Contact Center Manager Administration View
- B- the Synchronization View
- C- the Contact Center View
- D- the Local View

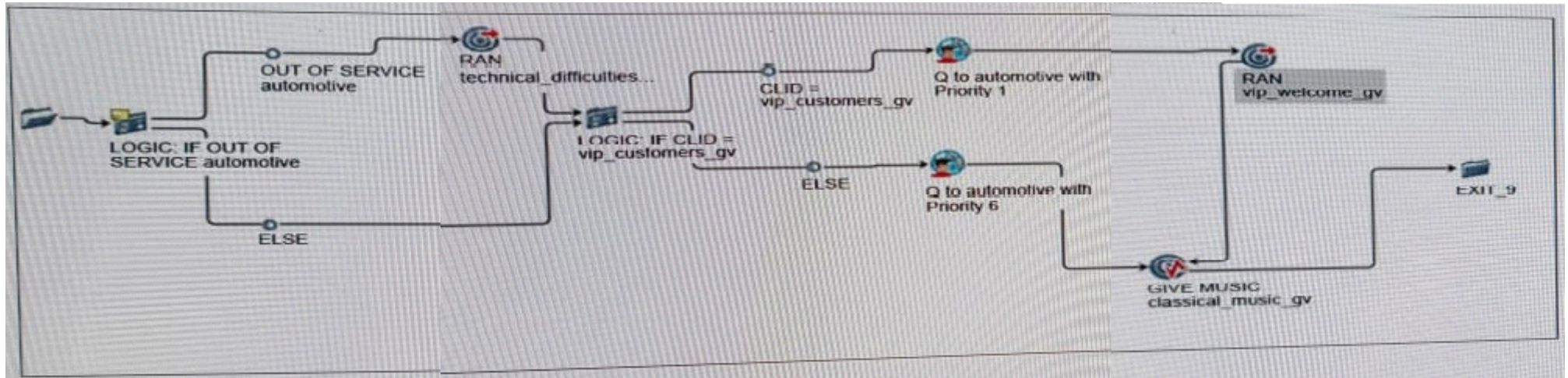
Answer:

C

Question 6

Question Type: MultipleChoice

Refer to the exhibit.



The flow in the exhibit has been created in Avaya Aura Contact Center (AACC) Orchestration Designer Scripting. If the automotive skillset is out of service, the caller will hear a technical difficulties announcement, and then proceed to the Logic Block. After the technical difficulties announcement, the caller should be disconnected.

To provide a disconnect, to which block should the technical difficulties output block be connected?

Options:

- A- Finish Block
- B- Custom Block

C- Treatment Block

D- Anchor Block

Answer:

D

Question 7

Question Type: MultipleChoice

A customer with Avaya Aura Contact Center (AACC) has a list of holidays that change on a yearly basis. The holidays are defined as variables in a specific variable list. This list of variables is referenced on multiple applications. Once a year, an administrator updates the list with new holiday dates, which results in the applications recognizing the new dates.

Which category and type of variable will the administer modify in the variable table to accomplish this?

Options:

A- the global variable of the type Date

B- the call variable of the type Date

C- the wild call variable of the type Integer

D- a global or call variable of the type String

Answer:

A

Question 8

Question Type: MultipleChoice

A customer with Avaya Aura Contact Center (AACC) 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?

Options:

A- the Synchronization View

B- the Problems View

C- the Comparison View

D- the Editor View

Answer:

A

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