



Free Questions for 3312 by certsdeals

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Question 1

Question Type: MultipleChoice

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

Options:

- 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.

Answer:

A

Question 2

Question Type: MultipleChoice

After queuing a contact to a skillset, how many seconds are recommended that a script should wait?

Options:

A- WAIT 1

B- WAIT 2

C- WAIT 4

D- WAIT 8

Answer:

B

Question 3

Question Type: MultipleChoice

A customer with Avaya Aura Contact Center (AACC) is creating an application flow using a Queue block. This block can be given a unique name to identify it on the flow-Under which tab on the Queue block would the name of the block be assigned?

Options:

A- Transition

B- Setup

C- Processing

D- Queue

Answer:

B

Question 4

Question Type: MultipleChoice

A customer with an Avaya Aura Contact Center (AACC) has been notified that due to bad 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.)

Options:

- 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.

Answer:

A, C

Question 5

Question Type: MultipleChoice

Which three statements regarding the Local View are true? (Choose three.)

A customer with Avaya Aura Contact Center (AACC) wants to create a script in the Local View.

Options:

- 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.

Answer:

A, C, E

Question 6

Question Type: MultipleChoice

A customer with Avaya Aura Contact Center (AACC) 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 the queue.

If the customer is still on hold after hearing all three messages, the series of three messages should continue to be repeated until the caller is presented to an agent.

Which section of script would accomplish this scenario?

Options:

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:
END WHERE
ASSIGN loop_counter_cv + 1 TO loop_counter_cv
WAIT 30
EXECUTE wait_loop

B- 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

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 loop_counter_cv + 1 TO loop_counter_cv  
END WHERE  
WAIT 30  
EXECUTE wait_loop
```

D- 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
```

Answer:

D

Question 7

Question Type: MultipleChoice

The administrator has created a primary flow application that will point to a secondary flow application.

From the block palette, which block is used to point one script to another?

Options:

- A- Anchor Block
- B- Logic Block
- C- Reference Block
- D- Anonymous Block

Answer:

D

Question 8

Question Type: MultipleChoice

A customer with Avaya Aura Contact Center (AACC) 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..FR1DAY THEN
```

What is the correct syntax required for this application?

Options:

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

Question 9

Question Type: MultipleChoice

A customer with Avaya Aura Contact Center (AACC) has created a script application. The customer would like to convert this script application into a now application.

Which statement regarding converting scripts is true?

Options:

- A- Only an administrator logged in with webadmin credentials can perform the conversion.
- B- The original script application must be in the Contact Center View.
- C- The original script application must be in the Local View.
- D- The conversion of a script to a flow results in two scripts, the original script version and the new flow version.

Answer:

C

Question 10

Question Type: MultipleChoice

A customer with Avaya Aura Contact Center (AACC) wants to create variables for use in script and flow applications.

What are the limitations of creating global and call variables?

Options:

- A- maximum 200 global variables, no stated maximum to call variables
- B- maximum 100 global variables, maximum 100 call variables
- C- no stated maximum to global variables, maximum 500 call variables
- D- maximum 1000 global variables, maximum 300 call variables

Answer:

B

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