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Avaya 3312

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QUESTION NO: 1

A customer with Avaya Aura® Contact Center (AACC) would like to use expressions in their script.

When used in a script application, which three expressions require an accompanying END expression? (Choose three.)

A. SECTION

B. IF

C. GIVE IVR

D. WHERE EQUALS

E. EVENT HANDLER

ANSWER: B D E

Explanation:

IF, **WHERE EQUALS**, and **EVENT HANDLER** are block-opening Script expressions in Avaya Aura Contact Center. Each establishes a scoped portion of script logic, so its associated END expression is required to explicitly terminate that scope. IF starts conditional processing; the matching END marks the point at which the conditional branch structure is complete and normal script flow continues. WHERE EQUALS establishes a constrained matching block, and its END closes the matching context so that subsequent expressions are not evaluated as part of that condition. EVENT HANDLER defines the instructions that execute in response to the specified event; its END terminates the handler definition and separates it from the remainder of the application script. Explicit closure is important in AACC scripts because it preserves the intended nesting and control flow when scripts are validated, saved, and executed. Avaya's product documentation and support resources provide the applicable AACC administration and scripting references: Avaya Documentation and Avaya Support.

QUESTION NO: 2

A customer with Avaya Aura® Contact Center (AACC) is configuring Avaya Aura® Media Server (AAMS) for use by SIP contact center applications.

Which three statements regarding the AAMS configuration are true? (Choose three.)

A. The AAMS must be defined as a media server in CCMA.

B. Announcement and Dialog media services can be associated with the AAMS.

C. A route can be configured to reference an AAMS media content group.

D. Skillsets must be associated directly with the AAMS.

E. Uploading an audio file automatically creates the required CCMA route.

ANSWER: A B C

Explanation:

The AAMS must first be defined as a media server in Contact Center Manager Administration so that AACC can communicate with the media resource. The required media services, such as Announcements and Dialog, must then be associated with the configured AAMS. A route is also required when a call flow must access media content; for music content, the route name identifies the relevant AAMS content group.

Uploading media files to AAMS does not automatically create the corresponding Contact Center route, and skillsets are not associated directly with AAMS. Skillsets control contact routing, while AAMS provides the media resources used by contact center applications. See the Avaya Documentation Portal for release-specific AACC and AAMS integration guidance.

QUESTION NO: 3

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?

A. ASSIGN1 TO loop_counter_cvSECTION wait_loopWHERE loop_counter_cv EQUALSVALUE 1: GIVE RAN15VALUE 2: GIVE RAN16VALUE 3: GIVE RAN 17DEFAULT:ENDWHEREASSIGN loop_counter_cv + 1 TO loop_counter_cvWAIT 30EXECUTE wait_loop

B. ASSIGN 1 TO loop_counter_cvSECTION wait_loopWHERE loop_counter_cv EQUALSVALUE 1: GIVE RAN 15VALUE 2: GIVE RAN 16VALUE 3: GIVE RAN 17DEFAULT:ASSIGN 0 TO loop_counter_cvEND WHEREASSIGN loop_counter_cv + 1 TO loop_counter_cvWAIT 30EXECUTE wait_loop

C. ASSIGN 1 TO loop_counter_cvSECTION wait_loopWHERE loop_counter_cv EQUALSVALUE 1: GIVE RAN 15VALUE 2: GIVE RAN 16VALUE 3: GIVE RAN 17DEFAULT: ASSIGNloop_counter_cv + 1TO loop_counter_cvEND WHEREWAIT 30EXECUTE wait_loop

D. SECTION wait_loopASSIGN 1 TO loop_counter_cvWHERE loop_counter_cv EQUALSVALUE 1: GIVE RAN 15VALUE 2: GIVE RAN 16VALUE 3: GIVE RAN 17DEFAULT:ASSIGN loop_counter_cv + 1 TO loop_counter_cvEND WHEREWAIT 30EXECUTE wait_loop

ANSWER: B

Explanation:

The script beginning with *ASSIGN 1 TO loop_counter_cv* and resetting the counter to zero in the default condition correctly produces a repeating three-announcement cycle. The counter is initialized only once, before control enters *wait_loop*. On successive executions of the section, values one, two, and three select RAN 15, RAN 16, and RAN 17 respectively. After each announcement selection, the common increment statement advances the counter and the *WAIT 30* command provides the intended interval before the section is executed again.

Following the third announcement, the counter has advanced to four. On the next pass, the default action assigns zero to the counter; the subsequent common increment then changes it to one. The next execution therefore starts the sequence again with RAN 15. This placement is important because it preserves the three-message progression while ensuring that the reset does not require a separate branch or additional wait cycle. The loop continues while the call remains queued, and normal contact-center routing can present the caller to an available agent when one is selected. Avaya publishes its product documentation through the Avaya Documentation Portal; additional product documentation and support resources are available from Avaya Support.

QUESTION NO: 4

A customer with Avaya Aura® Contact Center (AACC) is using a `WHERE` expression to select a recorded announcement based on a call variable value.

What occurs when the call variable does not match any listed VALUE entry and the expression includes a DEFAULT entry?

A. The instructions under DEFAULT are executed.

B. The first listed VALUE instructions are executed.

C. The script automatically disconnects the caller.

D. The script ignores all instructions after END WHERE.

ANSWER: A

Explanation:

The **DEFAULT** instructions are executed when no listed `VALUE` entry matches the value being evaluated. This provides a controlled fallback path for values that are unexpected, unavailable, or outside the configured list. For example, a script can play a general announcement, assign a replacement value, or route the caller to a fallback treatment.

Without a matching VALUE entry, the script does not select one of the listed value paths arbitrarily. The DEFAULT clause is specifically used to define the action for all unmatched values. The `END WHERE` expression closes the WHERE structure before normal script processing continues. See the Avaya Documentation Portal for AACC script syntax information.

QUESTION NO: 5

A Contact Center Manager Administration (CCMA) administrator is configuring user access for a new supervisor.

Which three statements about access and partition management are true? (Choose three.)

A. An Access Class controls the actions a user is permitted to perform.

B. A partition controls the configuration data scope available to a user.

C. A user requires appropriate access and partition assignments to manage the intended resources.

D. A Threshold Class grants configuration create and delete permission.

E. A Call Presentation Class controls CCMA user access.

ANSWER: A B C

Explanation:

An **Access Class** defines the functions and actions a user is permitted to perform. A **partition** defines the scope of the configuration data that the user can access. Assigning the appropriate access class and partition to a user provides both the required operational permissions and the intended object visibility.

Threshold classes and Call Presentation Classes are Contact Center configuration objects. They do not determine CCMA user authorization or partition scope. Avaya provides access-management documentation through the Avaya Documentation Portal.

QUESTION NO: 6

A customer with Avaya Aura® Contact Center (AACC) needs to create a new Contact Center Management agent.

Which three features can be assigned to a Contact Center Management agent? (Choose three.)

A. Skillsets.

B. Activity Code

C. Call Presentation Class

D. Control Directory Number (CDN)

E. Threshold Class

ANSWER: B C D

Explanation:

Contact Center Management agent configuration can include the feature assignments **Activity Code**, **Call Presentation Class**, and **Control Directory Number (CDN)**. These assignments determine the contact-center resources and functions available to the agent within the Contact Center Management environment. An Activity Code assignment supports the use of configured activity-code reporting during agent work. A Call Presentation Class assignment associates the agent with the applicable call-presentation behavior configured for the contact center. A Control Directory Number assignment provides the

agent with access to the relevant CDN-related control and monitoring capability. These are configured as agent feature associations, so they are the applicable selections when the task specifically asks which features can be assigned to a Contact Center Management agent. Avaya Aura Contact Center documentation organizes administration information around configuration objects, agent administration, and feature/resource assignments. Consult the Avaya Aura Contact Center support page to obtain the documentation that matches the deployed AACC release, and use the Avaya Documentation portal to locate the corresponding Contact Center Manager Administration guide.

QUESTION NO: 7

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?

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_stlll_busy_ran_gv WAIT 30

EXECTUTE wait_loop

B. Section wait_loop

IF NOT QUEUED THEN

IF NOT OUT OF SERVICE SKILLSET 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_busy_ran_gv WAIT 30
EXECUTE 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

Explanation:

The script beginning with *IF NOT QUEUED THEN* and testing whether the automotive skillset is not out of service correctly implements the required recovery loop. Each pass first determines whether the contact remains queued. When it is no longer queued, the script evaluates the current service state of the target skillset. If automotive is in service, *QUEUE TO SKILLSET automotive* places the contact back into that skillset queue, and the short wait allows the queue operation to take effect before the loop continues. If automotive is out of service, the alternate branch plays the out-of-service recorded announcement and disconnects the contact, as required.

For a call that is still queued, the conditional requeue logic is bypassed. The busy recorded announcement is then played, followed by *WAIT 30*, which establishes the requested thirty-second announcement interval. *EXECUTE wait_loop* returns processing to the named section so that queued state and skillset service state are evaluated again on every iteration. This structure ensures that the contact is not unnecessarily requeued while already queued, while also responding correctly if the skillset becomes unavailable. Avaya Aura Contact Center documentation and product resources are available through the Avaya Aura Contact Center support page and the Avaya Documentation Portal.

QUESTION NO: 8

A supervisor is attempting to delete an obsolete skillset from Contact Center Manager Administration (CCMA). The deletion is rejected because the skillset is still in use.

Which two locations should be reviewed for references to the skillset? (Choose two.)

A. Contact Center Management > Agent Definition

B. Orchestration Designer > Scripts and Flows

C. Real Time Statistics > Skillset Statistics

D. Historical Statistics > Parameters

E. Prompt Management > Content Groups

ANSWER: A B

Explanation:

Contact Center Management > Agent Definition must be reviewed because agents can have assignments to the skillset. An agent assignment is a direct configuration dependency, and the skillset must be removed from applicable agent definitions before the skillset can be deleted.

Orchestration Designer > Scripts and Flows must also be reviewed because a script or flow application can reference the skillset in a Queue block or queue instruction. These application references must be removed or changed to a valid replacement skillset before deletion can succeed. Real-time and historical statistical views report on configuration data but do not normally create a routing reference that prevents skillset deletion. Avaya documentation is available through the Avaya Documentation Portal.

QUESTION NO: 9

Which statement regarding scripts is true?

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

Explanation:

A primary script is referenced directly from the Master script, otherwise it is a secondary script. In Avaya Aura Contact Center scripting, the Master script provides the application entry point and determines the initial handling path for a contact. Scripts invoked directly by that Master script are classified as primary scripts. A script that is called from another script rather than being invoked directly by the Master script is classified as a secondary script. This hierarchy is important when designing an application because it makes the call flow modular: the Master script selects the appropriate primary workflow, and primary workflows can invoke reusable secondary logic for shared processing. The classification therefore depends on how the script is referenced in the application call flow, not on the kinds of variables, treatments, or other blocks contained in the script. Administrators should review the applicable Avaya Aura Contact Center documentation for the release in use, since script-management screens and terminology can vary slightly between releases. Avaya's product documentation and release-specific administration guides are available through the Avaya Support portal; product information is also maintained at Avaya Contact Center.

QUESTION NO: 10

A supervisor with read/update/create/delete skillsets capability is trying to delete a skillset from the skillset page under the Configuration component.

The error message indicates that the skillset is in use and must be removed from anything referencing it, before it can be deleted from Contact Center Manager Server (CCMS).

Which two places should the supervisor look for these references? (Choose two.)

A. Real Time Statistics > Skillset Statistics

B. Historical Statistics > Parameters

C. Contact Center Management > Agent Definition

D. Orchestration Designer > Scripts and Flows

ANSWER: C

Explanation:

Contact Center Management > Agent Definition is the correct location because skillsets are commonly held as part of an agent's configured skillset assignments in Contact Center Manager Server. Before CCMS can remove a skillset object, the administrator must first remove that skillset from every agent definition that references it. This dependency check protects the integrity of agent routing and reporting configuration: an agent cannot retain an assignment to a skillset that no longer exists. The supervisor should therefore review agent definitions, identify agents assigned to the skillset being retired, remove the assignment where appropriate, save the updated agent configuration, and then retry the skillset deletion. This is consistent with the CCMS administration model, in which agent and skillset configuration are maintained together under Contact Center Management. Avaya provides product documentation and support resources through its Documentation Portal and the Avaya Support portal, where the applicable Aura Contact Center administration documentation can be selected by release.