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Avaya 2530T

Scripting with Avaya Aura Contact Center Orchestration Designer

Questions&AnswersPDF

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Question: 1

Expressions in Orchestration Designer are primarily used for what purpose?

Response:

- A. Defining user roles
- B. Creating complex calculations
- C. Assigning static data to variables
- D. Generating automated backups

Answer: B

Question: 2

Which views facilitate external resource management in Orchestration Designer?

(Select two)

Response:

- A. Resource view
- B. Media view
- C. External files view
- D. Properties view

Answer: A,B

Question: 3

What is the purpose of the "Global Variable" in Orchestration Designer?

Response:

- A. To store user-specific information
- B. To maintain data across different calls
- C. To track the number of calls in queue
- D. To manage agent logins

Answer: B

Question: 4

Orchestration Designer is crucial for creating which type of contact center solution?

Response:

- A. Payroll systems
- B. Interactive Voice Response (IVR) systems
- C. Inventory management systems
- D. Employee training platforms

Answer: B

Question: 5

In Orchestration Designer, which view is best suited for managing external resources like audio files?

Response:

- A. Resource view
- B. Media view
- C. External view
- D. Files view

Answer: A

Question: 6

The Properties view in Orchestration Designer is used for what purpose?

Response:

- A. To set properties of selected script elements
- B. To change the layout of the script design interface
- C. To monitor real-time script execution
- D. To allocate system resources

Answer: A

Question: 7

How do wizards assist in application creation within Orchestration Designer?

Response:

- A. By providing real-time debugging
- B. By offering step-by-step guidance
- C. By automating backup processes
- D. By enhancing security protocols

Answer: B

Question: 8

How does the "Exception Handling" feature benefit script reliability in Orchestration Designer?
Response:

- A. By rerouting calls during peak hours
- B. By handling errors and exceptions gracefully
- C. By automatically updating scripts
- D. By optimizing call routing algorithms

Answer: B

Question: 9

During the installation, what type of network configuration is crucial?
Response:

- A. Static IP address
- B. DHCP
- C. VPN
- D. NAT

Answer: A

Question: 10

What type of data can be stored in variables within Orchestration Designer?
Response:

- A. Only strings
- B. Only numbers
- C. Strings, numbers, and boolean values
- D. Data is not stored in variables

Answer: C



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