# 78950X$^{Q\&As}$

## Avaya Contact Center Select Implementation and Maintenance Exam

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**QUESTION 1**

Before a skillset threshold class will apply to a skillset, which action must be taken?

A. The skillset threshold class must be created and assigned to the skillset in configuration.

B. The skillset threshold class must be created and applied to the agents servicing the skillset.

C. The skillset threshold class must be created and assigned to the skillset in Orchestration Designer.

D. The skillset threshold class must be created and assigned to the skillset in Real-Time displays.

Correct Answer: A

**QUESTION 2**

What happens after an agent enters an After Call Work Item activity code while on a skillset call?

A. The skillset call is released and the agent goes Into After Call Work state.

B. The agent goes into a Walk Away state.

C. When the agent releases the skillset call, they are automatically placed in an After Call Work state.

D. After releasing the call, the agent must go Ready before entering the After Call Work state.

Correct Answer: C

**QUESTION 3**

When configuring a scheduled backup using the Contact Center Database Maintenance utility, which three statements are true? (Choose three.)

A. You can schedule multiple applications for backup in a single scheduling task.

B. The backup folder contains backup files for each application you select.

C. You can schedule on a frequency of a specific date.

D. Regularly occurring backups create a new backup folder for the previous backup.

E. You can only backup one database (either CCMS, CCMA, CCT, or CCMM) at a time.

Correct Answer: BCE

**QUESTION 4**

A call variable is useful because of which two characteristics? (Choose two.)

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A. Only call variables of type Integer can be used as wild variables.

B. Their values can be changed during a call session to serve as a collector for caller entered information.

C. They can be assigned a range of values when they are created in the variable editor.

D. They can be changed from call variable to global variable during a call session.

Correct Answer: BC

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**QUESTION 5**

Refer to the exhibit.
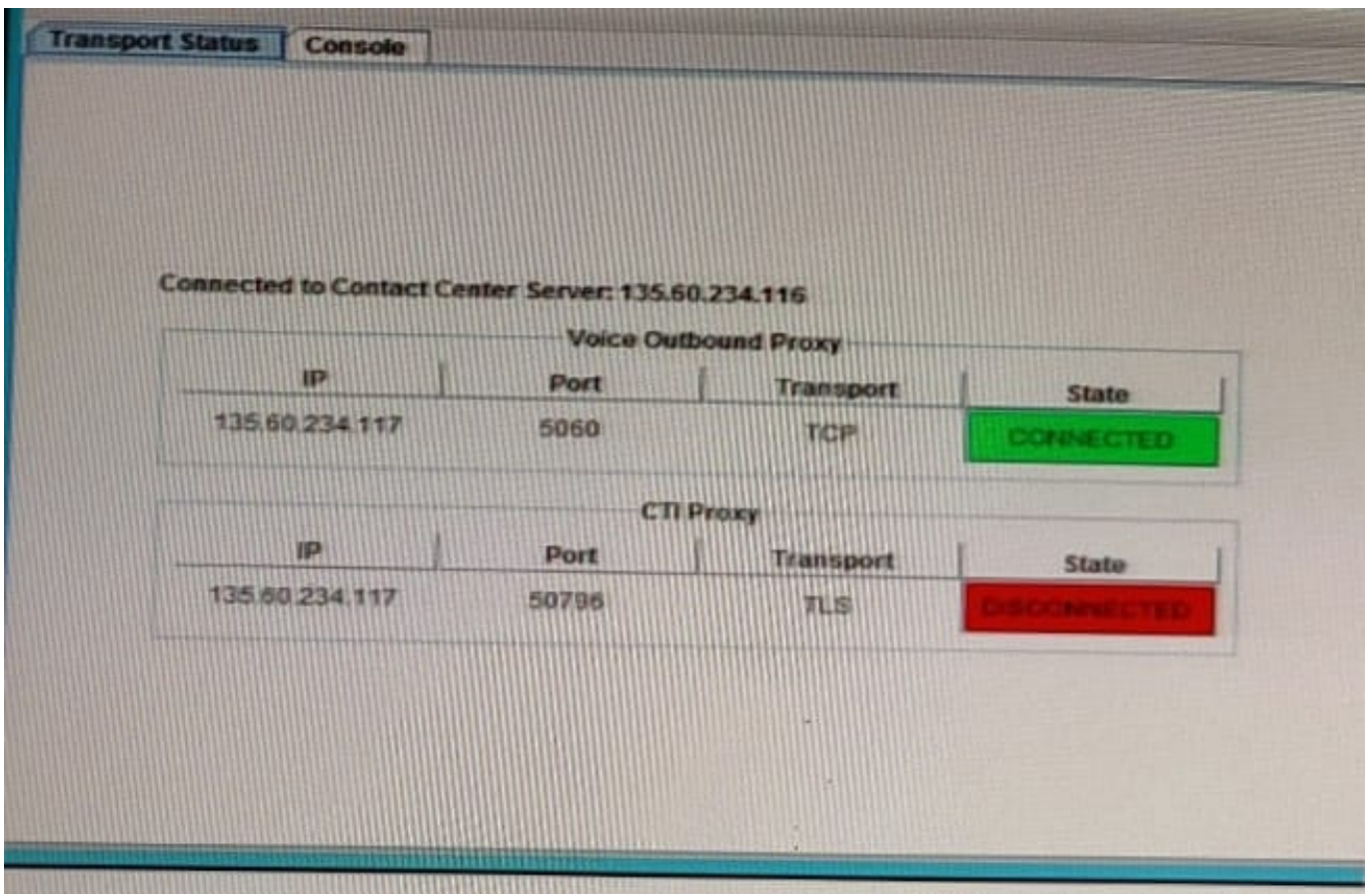


The SIP Gateway Manager Management Client is fluctuating between red and green. From the information in the exhibit, what is the root cause of this problem?

A. Third party telephone control has been lost.

B. Control directory numbers on Avaya Contact Center Select (ACCS) are not acquired.

C. No application flows or scripts have been properly activated.

D. The Avaya Contact Center Select (ACCS) SIP extension has not been properly configured.

Correct Answer: A

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