

# 78950X<sup>Q&As</sup>

Avaya Contact Center Select Implementation and Maintenance Exam

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**QUESTION 1**

Where are the media files that provide music and recorded announcements to contact center applications stored?

- A. The Avaya Contact Center Select (ACCS) contact center system
- B. The IP Office voice mail system
- C. The Avaya Aura Media Server (AAMS) dedicated for Avaya Contact Center Select (ACCS)
- D. The Avaya Aura Media Server (AAMS) from Communication Manager (CM)

Correct Answer: A

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**QUESTION 2**

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

- 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 3**

Which of the Avaya Contact Center Select (ACCS) Ignition Wizard configuration tasks is optional for a installations?

- A. IP Office
- B. Licensing
- C. Multimedia
- D. Security Settings

Correct Answer: A

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**QUESTION 4**

A customer with Contact Center Multimedia (CCMM) installed needs to create, modify, and monitor outbound campaigns.

Which CCMM tool provides this functionality?

- A. The Multimedia Contact Manager
- B. The CCMA
- C. The E-mail Manager
- D. The outbound campaign Management Tool

Correct Answer: B

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#### QUESTION 5

Which three certificates are needed by the Avaya Contact Center Select (ACCS) server for TLS transport for the Voice proxy and CTI link? (Choose three.)

- A. A signed certificate in .crt format
- B. A CA root from IP Office server
- C. A signed certificate in .p12 format
- D. A signed certificate in .pl2 format
- E. A CA root certificate from Private or Public CA

Correct Answer: BCE

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