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QUESTION 1

Which statement about the function of the Access Class In Access and Partition Management Is true?

- A. The Access Class will prevent a user from modifying skillset properties.
- B. An Access Class will limit the Launchpad links a user may access.
- C. The Access Class will be used to limit the user to report on specific contact center agents.
- D. Access Classes will be used to limit a user to specific report groups.

Correct Answer: D

QUESTION 2

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

QUESTION 3

What is the function of the Data Synchronization process?

- A. It is used by IP Office to pull agent data from the Avaya Contact Center Select (ACCS) system.
- B. It is used by IP Office to push agent data to the Avaya Contact Center Select (ACCS) system.
- C. It is used by the Avaya Contact Center Select (ACCS) system to push agent data to the IP Office.
- D. It is used by the Avaya Contact Center Select (ACCS) system to pull agent data from the IP Office.

Correct Answer: D

QUESTION 4

Which three skillset configuration data sets are parts of the sample data provisioned with Avaya Contact Center Select (ACCS)? (Choose three.)

- A. OB_Skill1

- B. Email_Skill1
- C. Skill2
- D. VM_Skill1
- E. Outbound_Skill1

Correct Answer: ACD

QUESTION 5

Which two are requirements for the SIP Extension on the IP Office system? (Choose two.)

- A. "Call Waiting On" must be enabled to allow the system to handle more than one call at a time.
- B. The SIP extension type must be H.323.
- C. The SIP extension must be in the same number range as the agent telephone numbers.
- D. A single SIP extension is required for integration between IP Office and Avaya Contact Center Select (ACCS).

Correct Answer: CD

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