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Avaya Contact Center Select Implementation and Maintenance Exam

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QUESTION 1

The information used to populate Real Time Displays may be transmitted by using which two modes?

(Choose two.)

- A. Broadcast
- B. Unicast
- C. Anycast
- D. Multicast

Correct Answer: B

QUESTION 2

From the Avaya Contact Center Select (ACCS) Dashboard, which selection is made to view the status of the IP Office connection?

- A. Contact Center Server Configuration, SIP, Network Settings
- B. System Control and Monitor Utility
- C. Contact Center Multimedia
- D. SIP Gateway Monitor SGM client

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

For an Avaya Contact Center Select (ACCS) Software Appliance deployment, where is the Windows Operating System license obtained?

- A. It is not required for a VMware deployment.
- B. It is included in the Avaya Contact Center Select Software Appliance
- C. It is downloaded from PLDS.
- D. It is supplied by the customer.

Correct Answer: D

QUESTION 5

Which two tasks must be completed before starting the WebLM Software Appliance deployment? (Choose two.)

- A. Download the WebLM Software Appliance from PLDS.
- B. Mount the Avaya Contact Center Select (ACCS) DVD on the VMware server.
- C. Verify that the Avaya Contact Center Select (ACCS) Software Appliance has been deployed
- D. Log into the vCenter or vSphere.

Correct Answer: BD

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