78950X^{Q&As}

Avaya Contact Center Select Implementation and Maintenance Exam

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QUESTION 1

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 2

When working with application flows, which statement about errors In syntax and logic in Orchestration Designer is true?

A. They appear in the problems view in Orchestration Designer.

B. The errors are signaled by Orchestration Designer at the instant they occur,

C. The errors are automatically corrected.

D. They appear in the error log view.

Correct Answer: C

QUESTION 3

To reduce implementation time, the partner has prepared the customer/partner supplied server in advance, and plans to complete the configuration at the customer\\'s site. The partner has pre-installed Windows, and the Avaya Contact Center Select (ACCS) software, but without running the ignition

Which deployment type does this represent?

A. Software Appliance option

B. Hardware Appliance option

C. DVD option

D. Trunkey option

Correct Answer: D

QUESTION 4

The administrator needs to use the IP Office Manager to change some SIP settings on the IP Office. Which two steps must be taken to make the change effective? (Choose two.)

A. The IP Office system may require a restart depending on the SIP settings changes.

B. When the IP Office Manager application Is closed, the change will be effective.

C. The administrator must execute the IP Office Manager save translations command

D. The administrator must save configuration to transfer changes to the IP Office.

Correct Answer: CD

QUESTION 5

Which statement is true about the Avaya GREP tool?

A. It should be used on a PC to search log files that have been downloaded from Avaya Contact Center Select (ACCS).

B. It should only be used on an active system to capture real-time events.

C. It is only used to report on SIP related messages during low traffic periods.

D. It is only used during the installation phase and should not be used on an active server.

Correct Answer: B

QUESTION 6

Which two statements about Campus Business Continuity are true? (Choose two.)

A. The active and standby Avaya Contact Center Select (ACCS) servers are in different network subnets and/or campus locations.

B. The active and standby servers must be in the same location and network subnet using static IP addresses.

C. To support Business Continuity resiliency, the Avaya Contact Center Select (ACCS) agents must each have an associated Windows domain user account in the same Windows domain as the active and standby servers.

D. The active and standby Avaya Contact Center Select (ACCS) must be visualized on the same VMware host servers.

Correct Answer: D

QUESTION 7

Which Avaya Contact Center Select (ACCS) component provides intelligent call routing, manages functions such as logic for contact processing, contact treatment, contact handling, contact presentation, and the accumulation of data into historical and real-time databases?

A. CCT

B. CCMS

C. CCMM

D. CCMA

Correct Answer: C

QUESTION 8

A customer has an existing operational Avaya Contact Center Select (ACCS) solution, and has added a new number for inquiries about a special credit loan offer. The customer wants calls to be answered by agents assigned the existing NewAccounts skillset.

Which two configuration tasks are needed to make sure calls from the new number are routed to the proper agents? (Choose two.)

Which two configuration tasks are needed to make sure calls from the new number are routed to the proper agents? (Choose two.)

A. A new short code needs to be set up in the ACCS.

B. A corresponding CDN needs to be set up

C. A new SIP extension needs to be added to the IP Office.

D. A short code needs to be added on the IP Office.
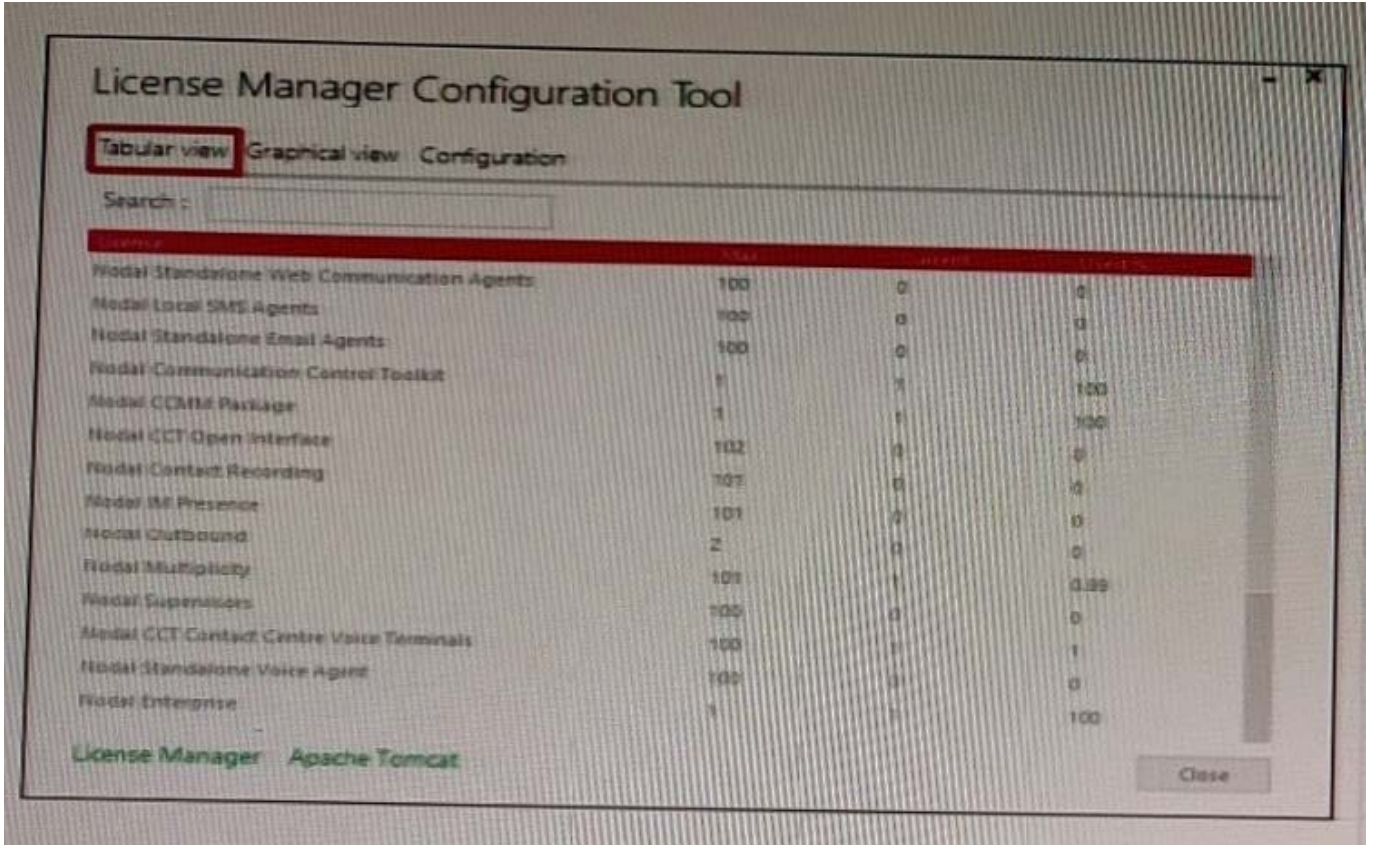
Correct Answer: AC

QUESTION 9

How can a reset assignment be identified?

A. The reset assignment may be named by the user to distinguish it from the original.

B. The name will appear in the reset folder.

C. The name will have two underscores behind the original assignment name.

D. The name will have a .res extension.

Correct Answer: B

QUESTION 10

Refer to the exhibit.

How many email agents are licensed on this Avaya Contact Center Select (ACCS) system?

A. 0

B. 100

C. 250

D. 500

Correct Answer: B

QUESTION 11

Which three applications are included with the IP Office admin suite Installation? (Choose three.)

A. Avaya Grep

B. System Status

C. IP Office Platform Manager

D. IP Office Manager

E. System Monitor

Correct Answer: BDE

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QUESTION 12

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

QUESTION 13

How many Multimedia users are fully configured within the sample users on Avaya Contact Center Select (ACCS)?

A. 1

B. 10

C. 25

D. 100

Correct Answer: C

QUESTION 14

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

QUESTION 15

Which Contact Center component was previously using a combination of Active Directory - Lightweight Directory Services (AD-LDS) and Microsoft Access databases?

A. CCMA

B. CCMS

C. CCMM

D. CCT

Correct Answer: D