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Avaya Contact Center Select Implementation and Maintenance Exam

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QUESTION 1

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 2

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

QUESTION 3

Avaya Contact Center Select (ACCS) uses the TAPI-D Interface to monitor and control the agent endpoint in the IP Office platform. The ACCS solution needs to provide a secure password to use the TAPI-D link.

Which password is required?

- A. ACCS Administrator password
- B. IP Office System password
- C. CCMA Login ID password
- D. Agent Login ID password

Correct Answer: C

QUESTION 4

Which three statements about Avaya Contact Center Select (ACCS) Software Appliance deployment are true? (Choose three.)

- A. It consists of Avaya Aura Media Server OVA and Avaya WebLM OVA,
- B. ACCS Release 7.1 software is available as an Open Virtual Appliance (OVA) file.
- C. The ACCS software appliance is supported only on ESXI 6,7 virtualization environments.
- D. WebLM OVA must deployed with the Disk Format - Thick Provision Lazy Zeroed.
- E. The WebLM server Host ID is obtained from <https://weblm IP address:52233/WebLM/index.jsp>

Correct Answer: ACD

QUESTION 5

Which three Avaya Contact Center Select (ACCS) deployment types offer support for ACCS Business Continuity?
(Choose three.)

- A. ACCS and IP Office resides on a single VMware host server
- B. Avaya Contact Center Select hardware appliance
- C. IP Office 500V2 voice platform
- D. Avaya Contact Center Select software appliance
- E. Avaya Contact Center Select DVD

Correct Answer: ACD

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