

78950X^{Q&As}

Avaya Contact Center Select Implementation and Maintenance Exam

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QUESTION 1

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

QUESTION 2

When configuring a scheduled backup using the Contact Center Database Maintenance utility, which three statements are true? (Choose three.)

- A. You can schedule multiple applications for backup in a single scheduling task.
- B. The backup folder contains backup files for each application you select.
- C. You can schedule on a frequency of a specific date.
- D. Regularly occurring backups create a new backup folder for the previous backup.
- E. You can only backup one database (either CCMS, CCMA, CCT, or CCMM) at a time.

Correct Answer: BCE

QUESTION 3

In Avaya Contact Center Select (ACCS), voice calls are directed to ACCS via the ACCS SIP extension.

For voice calls to be answered by ACCS, what are two places where Route points (CDNs) are defined? (Choose two.)

- A. ACCS CCMM Administrator
- B. IP Office Configuration
- C. ACCS CCMA Configuration
- D. Orchestration Designer (OD)

Correct Answer: BD

QUESTION 4

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 5

Which type of application variables are used to reference the sample prompts?

- A. RAN type variables
- B. STRING type variables
- C. MUSIC type variables
- D. LANGUAGE type variables

Correct Answer: B

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