

# 78950X<sup>Q&As</sup>

Avaya Contact Center Select Implementation and Maintenance Exam

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## QUESTION 1

Which two licenses will an agent need when servicing the Customer\_Service voice skillset, the EM\_Customer\_Service skillset, and the WC\_Customer\_Service skillset? (Choose two.)

- A. One multiplicity license
- B. One mobile agent license
- C. One voice license
- D. One multimedia license

Correct Answer: AC

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## QUESTION 2

A customer with Contact Center Multimedia (CCMM) installed needs to create, modify, and monitor outbound campaigns.

Which CCMM tool provides this functionality?

- A. The Multimedia Contact Manager
- B. The CCMA
- C. The E-mail Manager
- D. The outbound campaign Management Tool

Correct Answer: B

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## QUESTION 3

When creating custom announcements for application flows and scripts, in which format should they be created?

- A. VBK files
- B. WAV files
- C. MP4 files
- D. MP3 files

Correct Answer: D

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## QUESTION 4

Which two statements about the Avaya Contact Center Select (ACCS) skillset are true? (Choose two.)

- A. Skillsets are only used for reporting purposes.
- B. A skillset is a group of activity codes used for reporting purposes.
- C. A skillset is group of agents whose skills are similar.
- D. Skillsets are referenced in both application flows and scripts.

Correct Answer: BD

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**QUESTION 5**

Which two tools are used to configure the email servers In Avaya Contact Center Select (ACCS)? (Choose two.)

- A. The ACCS Multimedia administration component
- B. The Configuration component of the ACCS Launchpad
- C. The outbound component of the ACCS Launchpad
- D. The ACCS Ignition Wizard

Correct Answer: AD

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**QUESTION 6**

Contact Center calls arriving at the IP Office are not reaching the Avaya Contact Center Select (ACCS) system.

What is causing this problem?

- A. No agents are logged into any ACCS skillsets.
- B. The control directory number is not acquired.
- C. The master script is not activated.
- D. The IP Office Short Code is not configured under the IP Office Server node.

Correct Answer: A

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**QUESTION 7**

To allow the Agent Desktop to login and authenticate each agent or supervisor/agent, which two accounts does the Avaya Contact Center Select (ACCS) solution support? (Choose two.)

- A. SIP user account
- B. IP Office user account
- C. Active Directory Domain account

D. Windows user account

Correct Answer: CD

### QUESTION 8

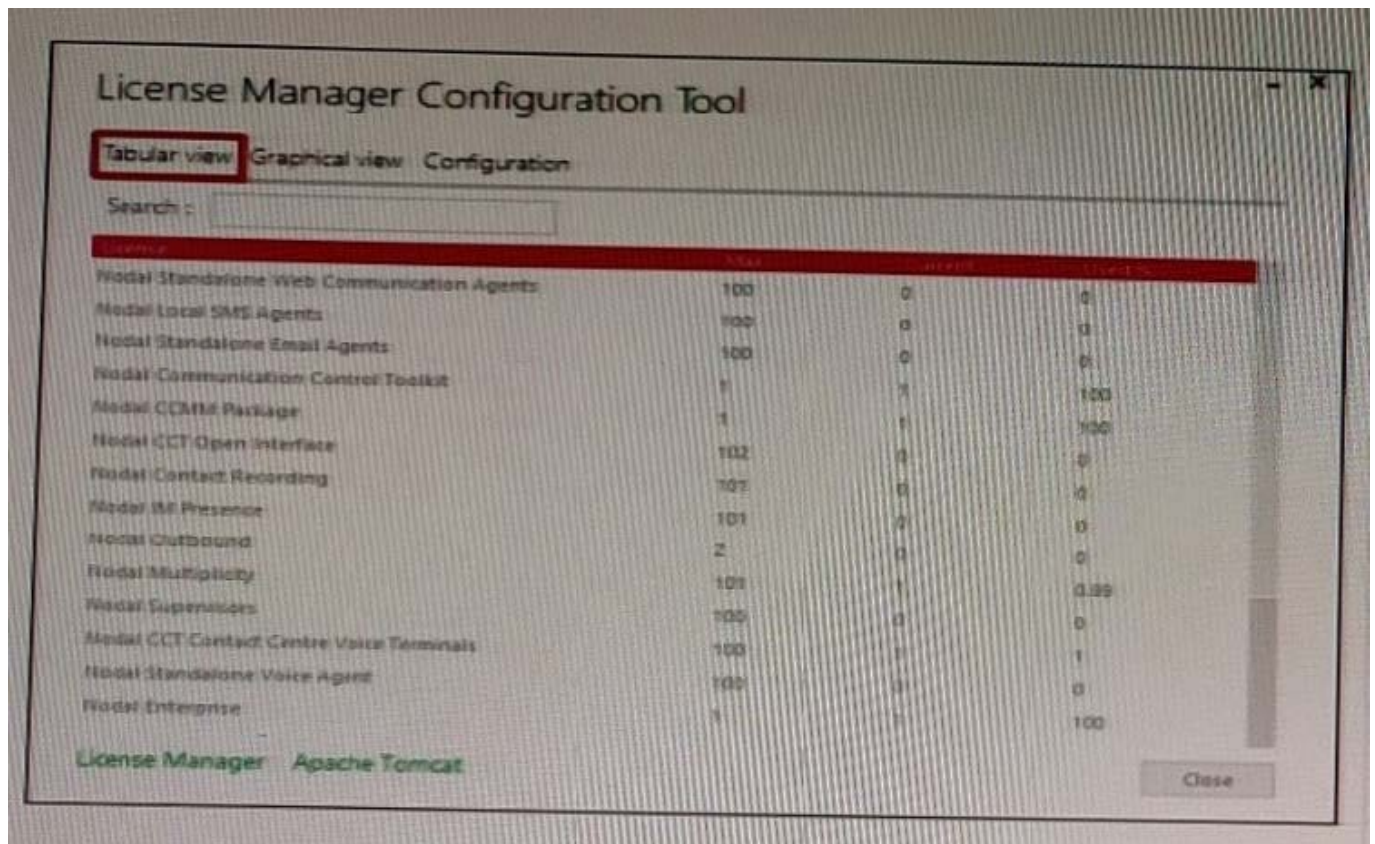
Which two are requirements for the SIP Extension on the IP Office system? (Choose two.)

- 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 9

Refer to the exhibit.



License	Qty	Percent	Used Space
Nodal Standalone Web Communication Agents	100	0	0
Nodal Local SMS Agents	100	0	0
Nodal Standalone Email Agents	100	0	0
Nodal Communication Control Toolkit	1	1	100
Nodal CCM Package	1	1	100
Nodal CCT Open Interface	102	0	0
Nodal Contact Recording	101	0	0
Nodal IM Presence	101	0	0
Nodal Outbound	2	0	0
Nodal Multiplicity	101	1	0.99
Nodal Supervisors	100	0	0
Nodal CCT Contact Centre Voice Terminals	100	1	1
Nodal Standalone Voice Agent	100	0	0
Nodal Enterprise	1	1	100

License Manager Apache Tomcat

Close

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

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## QUESTION 10

The SIP Domain for the IP Office is set to ukaccslpoll.lab.trn.com. When administering the IP Office to work with Avaya Contact Center Select (ACCS), which two steps are required? (Choose two.)

- A. Verify SIP trunks are available for the ACCS integration.
- B. Verify that SIP Registrar Enable is configured in the IP Office VoIP settings.
- C. Administer the ACCS system SIP Domain to match the IP Office.
- D. Change the IP Office SIP Domain to match the ACCS system.

Correct Answer: BD

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## QUESTION 11

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

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## QUESTION 12

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 be 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

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## QUESTION 13

Before a skillset threshold class will apply to a skillset, which action must be taken?

- A. The skillset threshold class must be created and assigned to the skillset in configuration.
- B. The skillset threshold class must be created and applied to the agents servicing the skillset.
- C. The skillset threshold class must be created and assigned to the skillset in Orchestration Designer.
- D. The skillset threshold class must be created and assigned to the skillset in Real-Time displays.

Correct Answer: A

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## QUESTION 14

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

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## QUESTION 15

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

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