

78950X^{Q&As}

Avaya Contact Center Select Implementation and Maintenance Exam

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QUESTION 1

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 2

Which tool or web page does the administrator use to manually synchronize IP Office and Avaya Contact Center Select (ACCS) user data?

- A. ACCS, Configuration component
- B. ACCS, Contact Center Manager component
- C. IP Office Web Manager
- D. IP Office System Status

Correct Answer: D

QUESTION 3

Which three tools can be used to show the status of the SIP extension used for calls that are not arriving at the Avaya Contact Center Select (ACCS)? (Choose three.)

- A. Window Event Viewer
- B. ACCS SGM Management Client
- C. IP Office System Monitor Tool
- D. IP Office Web Manager
- E. IP Office System Status Application

Correct Answer: ACD

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 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

QUESTION 5

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

QUESTION 6

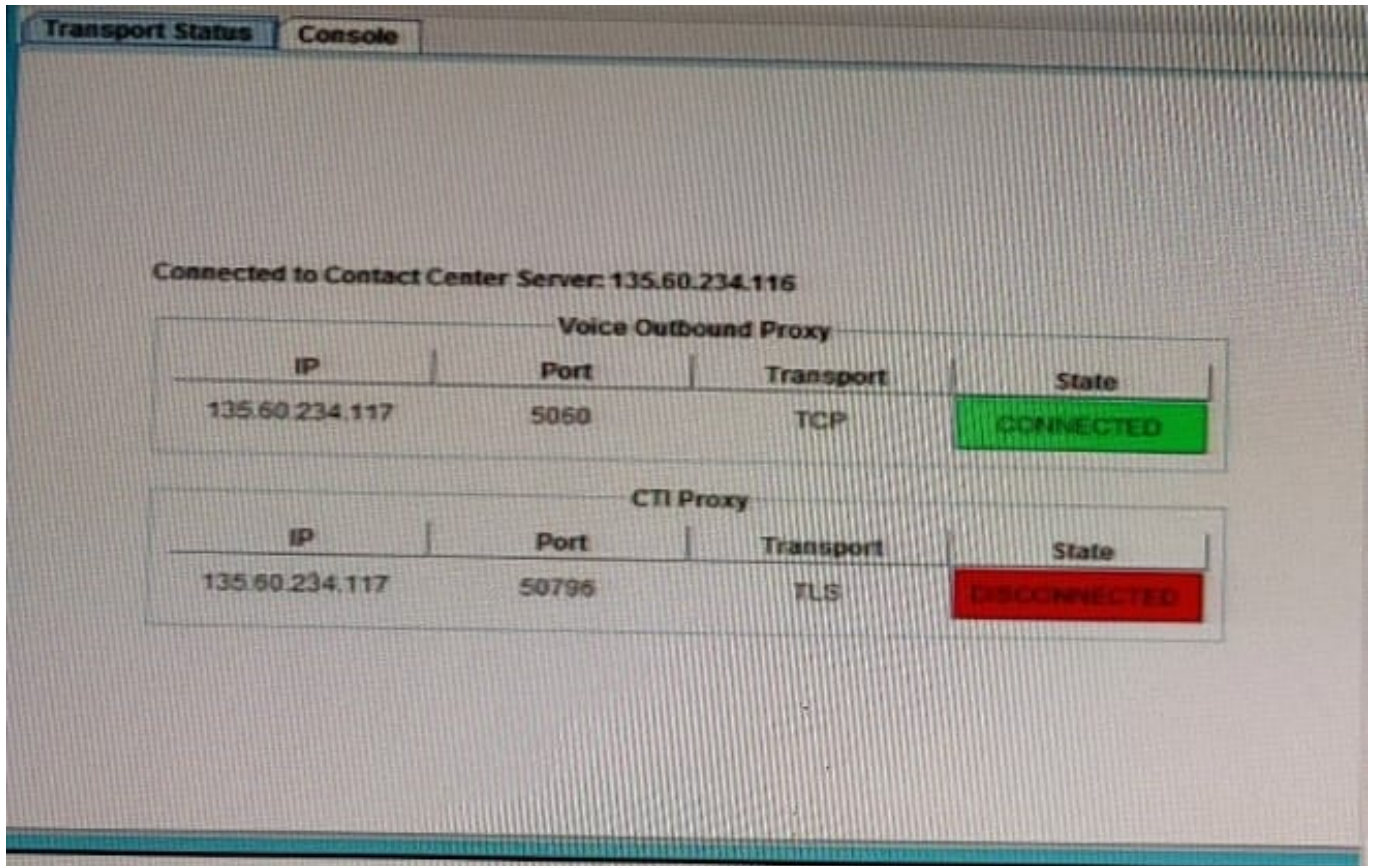
When configuring a scheduled backup using the Contact Center Database Maintenance utility, which three statements are true? (Choose three.)

- 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 7

Refer to the exhibit.



The SIP Gateway Manager Management Client is showing CTT Proxy is DISCONNECTED. From the information in the exhibit, what is the root cause of this problem?

- A. The TAPI/DevLink3 is not checked in Security Settings.
- B. The service password in IP Office does not match in ACCS.
- C. The system password does not match between IP Office and WebLM.
- D. The SIP Ext allocated for Avaya Contact Center Select (ACCS) has the Login code incorrectly set.

Correct Answer: A

QUESTION 8

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

QUESTION 9

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 10

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 11

What are the high level configuration requirements for Avaya Aura Media Server (AAMS) HA?

- A. The Replication account setup must be different between Primary and Backup AAMS.
- B. The UUID from Backup AAMS should be selected for use on Primary AAMS.
- C. The UUID from Primary AAMS should be selected for use on Backup AAMS.
- D. Enable High Availability should only be selected on the Primary AAMS.

Correct Answer: C

QUESTION 12

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 13

A call variable is useful because of which two characteristics? (Choose two.)

- A. Only call variables of type Integer can be used as wild variables.
- B. Their values can be changed during a call session to serve as a collector for caller entered information.
- C. They can be assigned a range of values when they are created in the variable editor.
- D. They can be changed from call variable to global variable during a call session.

Correct Answer: BC

QUESTION 14

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 15

Which statement about the Orchestration Designer Treatment block is true?

- A. It is used to connect the caller to voice mail.

- B. It is used to play re-assurance messages to the caller.
- C. It is used to play music to the caller.
- D. It is used to offer the caller a selection prompt.

Correct Answer: A

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