DUMPSQUEEN

Avaya Contact Center Select Implementation and Maintenance Exam

Avaya 78950X

Version Demo

Total Demo Questions: 10

Total Premium Questions: 65

Buy Premium PDF

QUESTION NO: 1

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

ANSWER: C

QUESTION NO: 2

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

ANSWER: B C E

QUESTION NO: 3

For which operation is the Outbound Mail Handler component of the Email Manager responsible?

A. Retrieving email messages from the corporate email server

B. Saving email attachments to the appropriate folder

C. Applying the rules engine to determine what skillset to queue the contact to

D. Logging into the corporate email server and sending the auto-reply

<div style="border:1px solid green; padding:8px;">

ANSWER: C

</div>

Which two statements about Thick Provisioning are true? (Choose two.)

A. It prevents over allocation of hard disk resources.

B. It improves hard disk performance.

C. It allows the Software Appliance image to be deployed faster.

D. It requires less disk space overall than Thin Provisioning.

<div style="border:1px solid green; padding:8px;">

ANSWER: A D

</div>

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.

<div style="border:1px solid green; padding:8px;">

ANSWER: B D

</div>

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

ANSWER: B

QUESTION NO: 7

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.

ANSWER: D

QUESTION NO: 8

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

ANSWER: A C

QUESTION NO: 9

Which two parameters does the Avaya Aura® Media Server (AAMS) default locale setting control? (Choose two.)

A. The locale of ringback that can be played by Avaya Contact Center Select (ACCS) scripts

B. The language for the User Interface

C. The locale used for default prompts and announcements

D. The keyboard requirements

ANSWER: B C

QUESTION NO: 10

Which deployment option includes a Microsoft Windows Server Standard Edition product license key?

A. PVI Deployment

B. Hardware Appliance Deployment

C. DVD Deployment

D. Software Appliance Deployment

ANSWER: C