

DUMPS ARENA

Avaya Contact Center Select Implementation and Maintenance Exam

Avaya 78950X

Version Demo

Total Demo Questions: 10

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QUESTION NO: 1

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.

ANSWER: A**QUESTION NO: 2**

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

ANSWER: C**QUESTION NO: 3**

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: 4

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

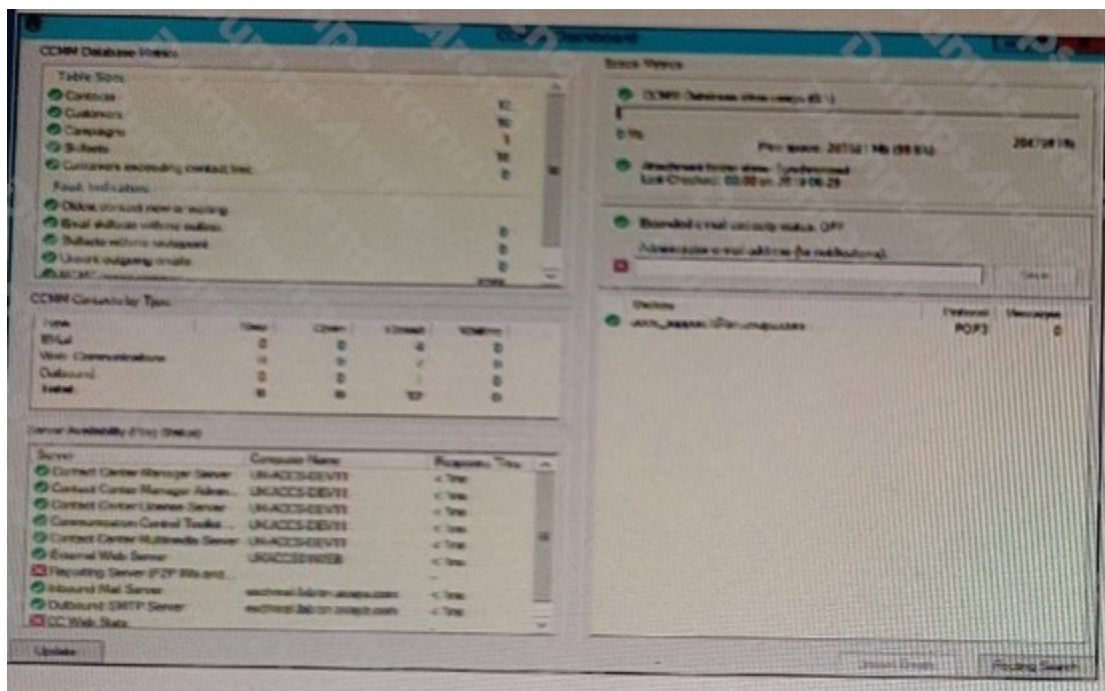
(Choose two.)

- 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.

ANSWER: B D

QUESTION NO: 5

Refer to the exhibit.



What does the Mailbox status relate to?

- A. The connection with the recipient mailbox is established.
- B. The connection with the web communication server is established.
- C. The connection with the multimedia system is established.

D. The connection with the multimedia database is established.

ANSWER: A

QUESTION NO: 6

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.

ANSWER: C

QUESTION NO: 7

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

ANSWER: B

QUESTION NO: 8

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

ANSWER: A D

QUESTION NO: 9

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

ANSWER: A C D

QUESTION NO: 10

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>

ANSWER: A C D