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Avaya Contact Center Select Implementation and Maintenance Exam

Avaya 78950X

Version Demo

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QUESTION NO: 1

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

ANSWER: B

Explanation:

Custom announcements for Avaya Contact Center Select application flows and scripts should be created as WAV files. WAV is the supported voice-prompt container for telephony playback because it can be encoded with the audio characteristics required by the contact-center media resources, including the narrowband sampling and telephony codec settings used for predictable announcement playback. Using the appropriate WAV encoding ensures that prompts play with correct speed, intelligibility, and volume when an application flow invokes an announcement, and that they can be imported, stored, and referenced consistently by the Avaya contact-center application components.

Before importing a recording, the administrator should create or convert it with the codec, sample rate, channel configuration, and bit depth specified for the particular Avaya deployment and media platform. This is important because the filename extension alone does not guarantee compatibility; the underlying WAV audio encoding must also meet the platform requirements. Avaya documentation and product documentation resources are available through the Avaya Documentation Portal and the Avaya Support site, where the applicable Contact Center Select release documentation provides the supported prompt-media settings.

QUESTION NO: 2

When an ACCS service is shown with a gray padlock in the System Control and Monitor Utility, which condition can cause this status?

A. The service is not licensed.

B. The service has completed a successful restart.

C. The service is processing a normal contact.

D. The service has an active agent logged in.

ANSWER: A

Explanation:

The service may not be licensed. A gray padlock indicates that the service is unavailable for normal service-control operations. One reason for this condition is that the ACCS deployment does not have the license entitlement required to activate that service. A service that is disabled because it is not used can also be displayed with this indicator.

Before attempting to start or restart a locked service, administrators should confirm the service configuration and installed licensing. Product documentation and licensing guidance are available through Avaya Support and the Avaya Documentation portal.

QUESTION NO: 3

Which component provides the licensing service for an Avaya Contact Center Select (ACCS) deployment?

A. Avaya WebLM

B. Contact Center Manager Administration

C. IP Office Manager

D. Avaya Aura® Media Server

ANSWER: A

Explanation:

Avaya WebLM provides the licensing service for ACCS. WebLM stores and manages the license entitlements that allow ACCS components and licensed capacities to operate. During implementation and maintenance, administrators must ensure that ACCS can communicate with the configured WebLM server and that the required licenses are available.

Avaya documentation and product support resources are available through the Avaya Documentation portal and Avaya Support.

QUESTION NO: 4

Which two statements about custom prompt files used by ACCS application flows are true? (Choose two.)

A. They should be created in WAV file format.

B. They must use the audio encoding required by the deployed media environment.

C. They should be uploaded as MP3 files.

D. They must be stored only on the IP Office voicemail system.

ANSWER: A B

Explanation:

Custom prompt files should be created in the **WAV file format** and should use the **audio encoding required by the deployed Contact Center media environment**. WAV is the supported prompt-file container for ACCS application flows and scripts. However, a file with a WAV extension must also use the supported codec, sample rate, channel configuration, and other audio characteristics to ensure intelligible and reliable playback.

Formats such as MP3 and MP4 are not used directly as custom announcement files for ACCS application flows. Administrators should validate prompt files in a test environment before placing them into production call treatment. Release-specific media requirements are available through the Avaya Documentation portal.

QUESTION NO: 5

When working with application flows, which statement about errors In syntax and logic in

Orchestration Designer is true?

A. They appear in the problems view in Orchestration Designer.

B. The errors are signaled by Orchestration Designer at the instant they occur,

C. The errors are automatically corrected.

D. They appear in the error log view.

ANSWER: A

Explanation:

They appear in the problems view in Orchestration Designer. Orchestration Designer is Eclipse-based and uses the Problems view as the central place to present validation markers generated while application-flow projects are edited, validated, or built. These markers identify issues such as invalid flow configuration, incomplete element properties, unresolved references, and syntax or logic conditions detected by the tooling. The Problems view provides a consolidated project-level list, including the resource involved, a description of the issue, and its severity. This enables a developer to navigate from a reported problem directly to the associated application-flow artifact and correct it before deploying the application. The view is therefore an important part of the normal development and maintenance workflow: it gives developers visibility of detected issues and supports iterative validation of the application rather than concealing problems. Avaya product documentation is published through the Avaya Documentation portal. The underlying Eclipse behavior and purpose of the Problems view are also documented in the Eclipse Platform User Guide.

QUESTION NO: 6

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 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

Explanation:

It consists of Avaya Aura® Media Server OVA and Avaya WebLM OVA, is correct because an ACCS Software Appliance deployment uses the Avaya Aura Media Server and Avaya WebLM virtual-appliance components to provide media processing and licensing services. These appliance components are deployed in the VMware environment as part of the supported ACCS architecture. The ACCS software appliance is supported only on ESXI 6,7 virtualization environments is also correct for this ACCS release's supported virtualization baseline; deployment planning must use the ESXi version specified in the applicable Avaya release documentation and the corresponding VMware compatibility guidance. WebLM OVA must deployed with the Disk Format - Thick Provision Lazy Zeroed is correct because this disk provisioning selection is part of the prescribed WebLM OVA deployment procedure. Using the required virtual-disk format ensures that the appliance is deployed in the configuration validated by Avaya for capacity, storage allocation, and operational supportability. Administrators should follow the release-specific installation and deployment documentation, including the stated VMware settings, rather than substituting deployment defaults. Avaya product documentation is available through the Avaya Documentation portal; VMware's installation and virtualization guidance is available from the VMware Documentation portal.

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

Explanation:

STRING type variables are used to reference sample prompts. In an Avaya Contact Center Select application, prompt references are handled as textual identifiers rather than as the audio content itself. A STRING variable can hold the name or reference value associated with a prompt, allowing the application logic to select and use the appropriate sample prompt at run time. This approach supports reusable call-flow design: the same prompt-handling logic can operate with different prompt-reference values without requiring the flow to be rebuilt for every prompt selection. It also makes it practical to populate a prompt reference dynamically from application data, configuration, or preceding call treatment.

The variable stores the prompt reference as a string value; the platform then resolves that value within the relevant prompt and application context. This distinction is important for implementation and maintenance because it separates call-flow logic from prompt assets and enables prompt selection to be controlled through normal application-variable handling. Avaya's product documentation portal provides the applicable Contact Center Select documentation and implementation material at Avaya Documentation. Product support resources, including documentation access and technical guidance, are available through Avaya Support.

QUESTION NO: 8

In the Avaya Contact Center Select (ACCS) System Control and Monitor Utility, a gray padlock next to a service may indicate which two conditions? (Choose two.)

A. The service was disabled because it is not being used.

B. The service is not licensed.

C. The patches for that service are out of date.

D. The service is in the process of shutting down.

ANSWER: A B

Explanation:

In the System Control and Monitor Utility, a gray padlock identifies a service that is unavailable for normal service-control operations because it has been disabled or locked. This can occur when the service was disabled because it is not being used. ACCS uses enabled services and configured components to determine which service processes are applicable to the deployed contact-center solution; an unused service can therefore be disabled and shown with the lock indicator.

A gray padlock can also indicate that the service is not licensed. Licensing controls whether ACCS is entitled to activate and operate particular applications or service capabilities. When the applicable entitlement is absent, the utility can show the service as locked rather than available to start. Administrators should verify the installed license and the enabled/configured service set before attempting to alter service state. Avaya product documentation and software downloads, including Contact Center Select documentation, are available through the Avaya Support portal. Avaya's documentation library is also available at Avaya Documentation.

QUESTION NO: 9

Which three Avaya Contact Center Select (ACCS) deployment types offer support for

ACCS Business Continuity? (Choose three.)

A. ACCS and IP Office resides on a single VMware host server

B. Avaya Contact Center Select hardware appliance

C. IP Office 500V2 voice platform

D. Avaya Contact Center Select software appliance

E. Avaya Contact Center Select DVD

ANSWER: A C D

Explanation:

ACCS Business Continuity is supported with the virtualized deployment in which ACCS and IP Office reside on a single VMware host server, with the IP Office 500V2 voice platform, and with the Avaya Contact Center Select software appliance. These supported designs provide the platform compatibility required to implement the ACCS Business Continuity architecture, including the coordinated Contact Center and telephony components needed to preserve service when a continuity event occurs. In practice, the implementation must follow the applicable ACCS release documentation for supported software versions, server resources, network connectivity, licensing, and the required IP Office configuration. Business Continuity is therefore not simply a characteristic of an individual server form factor; it depends on using a supported ACCS and IP Office deployment combination and configuring the continuity solution according to Avaya's documented design. Administrators should verify the precise support matrix for their installed release before deployment, since platform support can vary between ACCS releases. Avaya's current product documentation and release-specific implementation material are available through the Avaya Documentation portal and the Avaya Support portal.