Vendor: Avaya

Exam Code:78950X

Exam Name: Avaya Contact Center Select
Implementation and Maintenance Exam

Version: Demo

QUESTION 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.

Correct Answer: A

QUESTION 2

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.

Correct Answer: AD

QUESTION 3

What is the correct URI format for a controlled directory number 3200?

A. sip:3200@sip:avaya.com

B. 3200@sip:avaya.com

C. sip:3200.sip.avaya.com

D. sip:3200@avaya.com

Correct Answer: A

QUESTION 4

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

Correct Answer: ACD

QUESTION 5

From the Avaya Contact Center Select (ACCS) Dashboard, which selection is made to view the status of the IP Office connection?

A. Contact Center Server Configuration, SIP, Network Settings

B. System Control and Monitor Utility

C. Contact Center Multimedia

D. SIP Gateway Monitor SGM client

Correct Answer: A

QUESTION 6

Which two tasks must be completed before starting the WebLM Software Appliance deployment? (Choose two.)

A. Download the WebLM Software Appliance from PLDS.

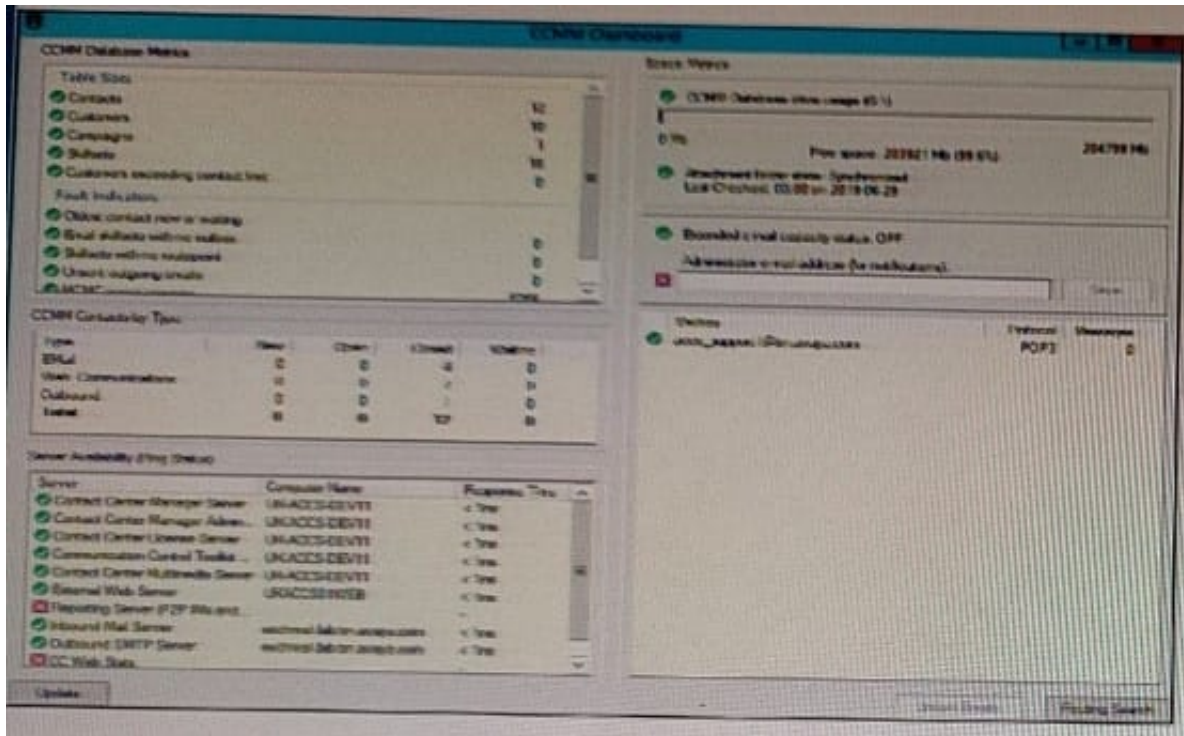B. Mount the Avaya Contact Center Select (ACCS) DVD on the VMware server.

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 7

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.

Correct Answer: A

QUESTION 8

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

QUESTION 9

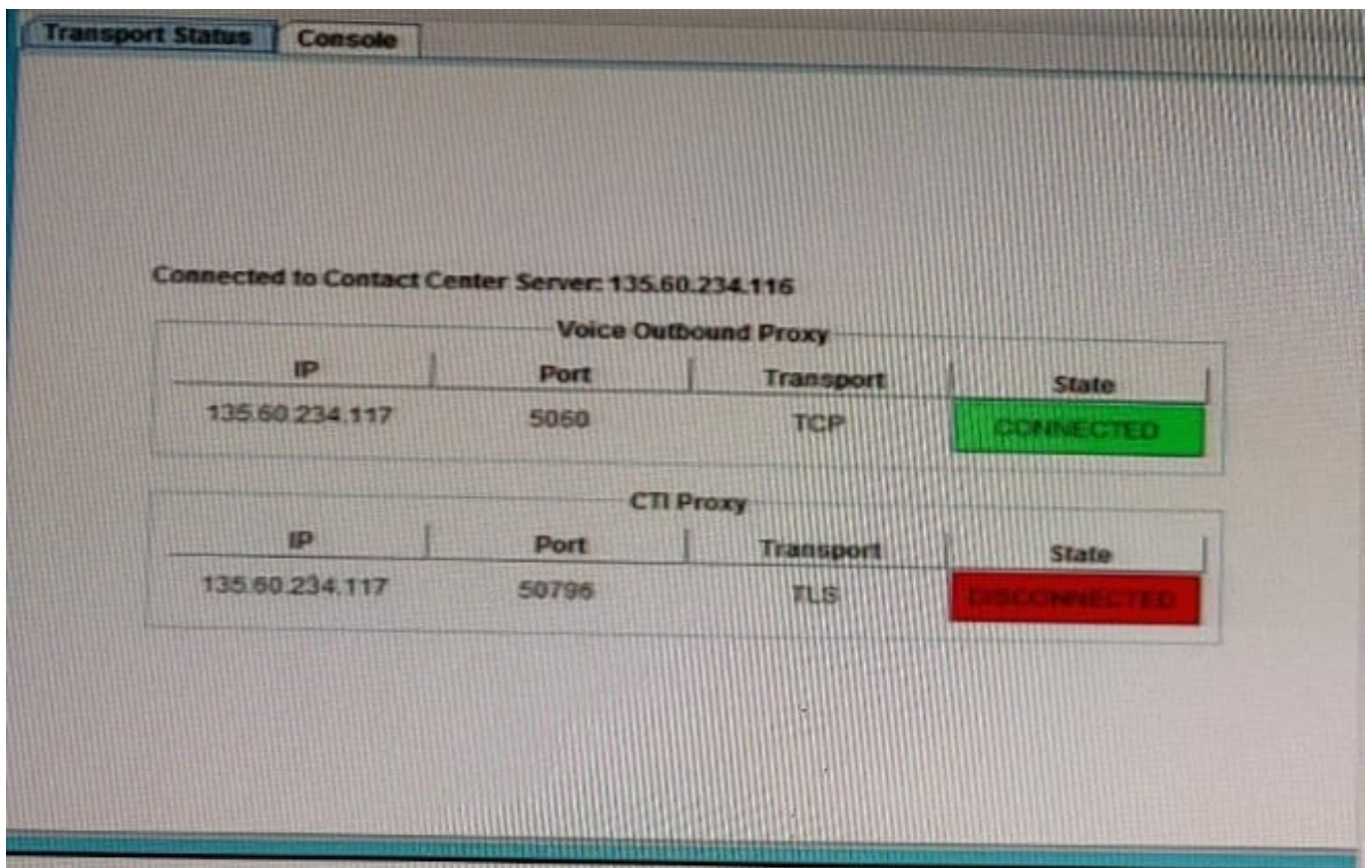In Avaya Contact Center Select (ACCS), voice calls are directed to ACCS via the ACCS SIP extension.

For voice calls to be answered by ACCS, what are two places where Route points (CDNs) are defined? (Choose two.)

A. ACCS CCMM Administrator

B. IP Office Configuration

C. ACCS CCMA Configuration

D. Orchestration Designer (OD)

Correct Answer: BD

QUESTION 10

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 11

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

QUESTION 12

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.

Correct Answer: C