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QUESTION 1

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.

Correct Answer: D

QUESTION 2

For an Avaya Contact Center Select (ACCS) Software Appliance deployment, where is the Windows Operating System license obtained?

A. It is not required for a VMware deployment.

B. It is included in the Avaya Contact Center Select Software Appliance

C. It is downloaded from PLDS.

D. It is supplied by the customer.

Correct Answer: D

QUESTION 3

What are three of the requirements to generate a Certificate Signing Request (CSR) for IP Office server to communicate with Avaya Contact Center Select (ACCS)? (Choose three.)

A. The signed certificate needs in .pern format then imported into IP Office.

B. The signed certificate needs to be renamed to .crt and converted to pl2 format then imported into IP Office.

C. Use CA server Public or Private to generate the signed certificate.

D. Use an OpenSSL server to generate the CSR and a private key from the Openssl.cnf.

E. CA server used to generate the signed certificate must be an SMGR based Private CA.

Correct Answer: CDE

QUESTION 4

Which statement about the value of a global variable Is true?

A. It can be changed during a call if It is flagged as a wild variable.

B. It can be changed during a call using the assign command in a script.

C. It can only be changed by deleting and re-entering it.

D. It can only be changed in the variable editor.

Correct Answer: C

QUESTION 5

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 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

Information in the Avaya Contact Center Select (ACCS) historical database Is summarized into interval, daily, weekly, and monthly summaries.

If the current time is 8:05 AM, when could the first interval report be created that would include current activity?

A. Any time after 8:05 AM

B. After midnight

C. After 8:15 AM

D. After 9:00 AM

Correct Answer: D

QUESTION 8

Which statement about the function of the Access Class In Access and Partition Management Is true?

A. The Access Class will prevent a user from modifying skillset properties.

B. An Access Class will limit the Launchpad links a user may access.

C. The Access Class will be used to limit the user to report on specific contact center agents.

D. Access Classes will be used to limit a user to specific report groups.

Correct Answer: D

QUESTION 9

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

Correct Answer: AD

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.)
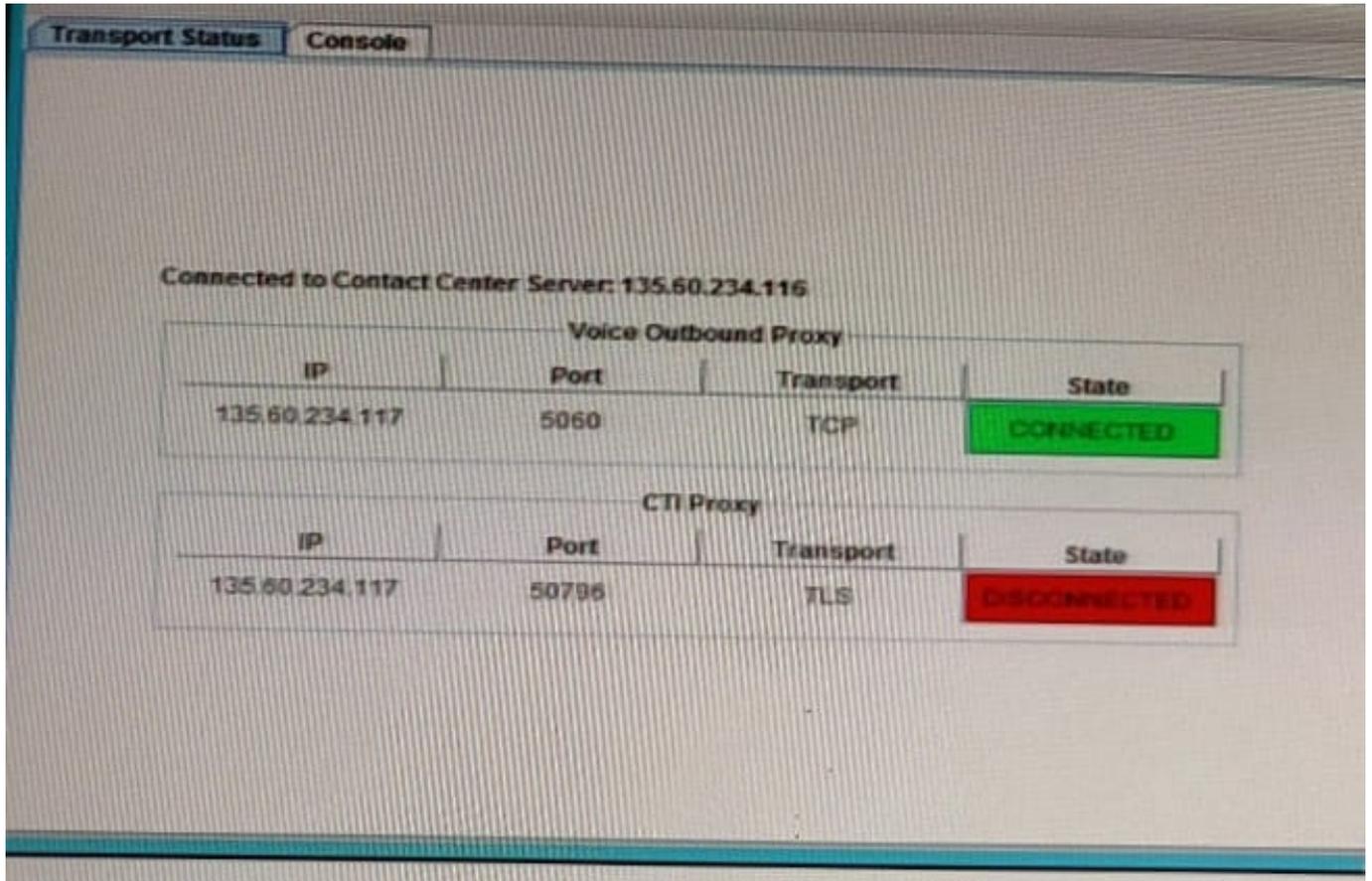
A. SIP user account

B. IP Office user account

C. Active Directory Domain account

D. Windows user account

Correct Answer: CD

QUESTION 11

Refer to the exhibit.

The SIP Gateway Manager Management Client is fluctuating between red and green. From the information in the exhibit, what is the root cause of this problem?

A. Third party telephone control has been lost.

B. Control directory numbers on Avaya Contact Center Select (ACCS) are not acquired.

C. No application flows or scripts have been properly activated.

D. The Avaya Contact Center Select (ACCS) SIP extension has not been properly configured.

Correct Answer: A

QUESTION 12

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.

Correct Answer: BD

QUESTION 13

Which statement is true about the Avaya GREP tool?

A. It should be used on a PC to search log files that have been downloaded from Avaya Contact Center Select (ACCS).

B. It should only be used on an active system to capture real-time events.

C. It is only used to report on SIP related messages during low traffic periods.

D. It is only used during the installation phase and should not be used on an active server.

Correct Answer: B

QUESTION 14

In the Avaya Contact Center Select (ACCS) System Control and Monitor Utility, which steps will allow an individual service to be stopped and started?

A. Enter the advanced password, right click on the service and select restart.

B. Right click on the service and select reboot.

C. Right click on the service and select restart.

D. Enter the advanced password, right click on the service and select end process.

Correct Answer: A

QUESTION 15

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

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