



# 78950X<sup>Q&As</sup>

Avaya Contact Center Select Implementation and Maintenance Exam

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#### QUESTION 1

Which three applications are included with the IP Office admin suite Installation? (Choose three.)

- A. Avaya Grep
- B. System Status
- C. IP Office Platform Manager
- D. IP Office Manager
- E. System Monitor

Correct Answer: BDE

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#### QUESTION 2

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

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#### QUESTION 3

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

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#### QUESTION 4

Contact Center calls arriving at the IP Office are not reaching the Avaya Contact Center Select (ACCS) system.



What is causing this problem?

- A. No agents are logged into any ACCS skillsets.
- B. The control directory number is not acquired.
- C. The master script is not activated.
- D. The IP Office Short Code is not configured under the IP Office Server node.

Correct Answer: A

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#### QUESTION 5

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

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