



78950X^{Q&As}

Avaya Contact Center Select Implementation and Maintenance Exam

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QUESTION 1

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

QUESTION 2

Which tool or web page does the administrator use to manually synchronize IP Office and Avaya Contact Center Select (ACCS) user data?

- A. ACCS, Configuration component
- B. ACCS, Contact Center Manager component
- C. IP Office Web Manager
- D. IP Office System Status

Correct Answer: D

QUESTION 3

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

QUESTION 4

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 5

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

Correct Answer: BC

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