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Avaya Contact Center Select Implementation and Maintenance Exam

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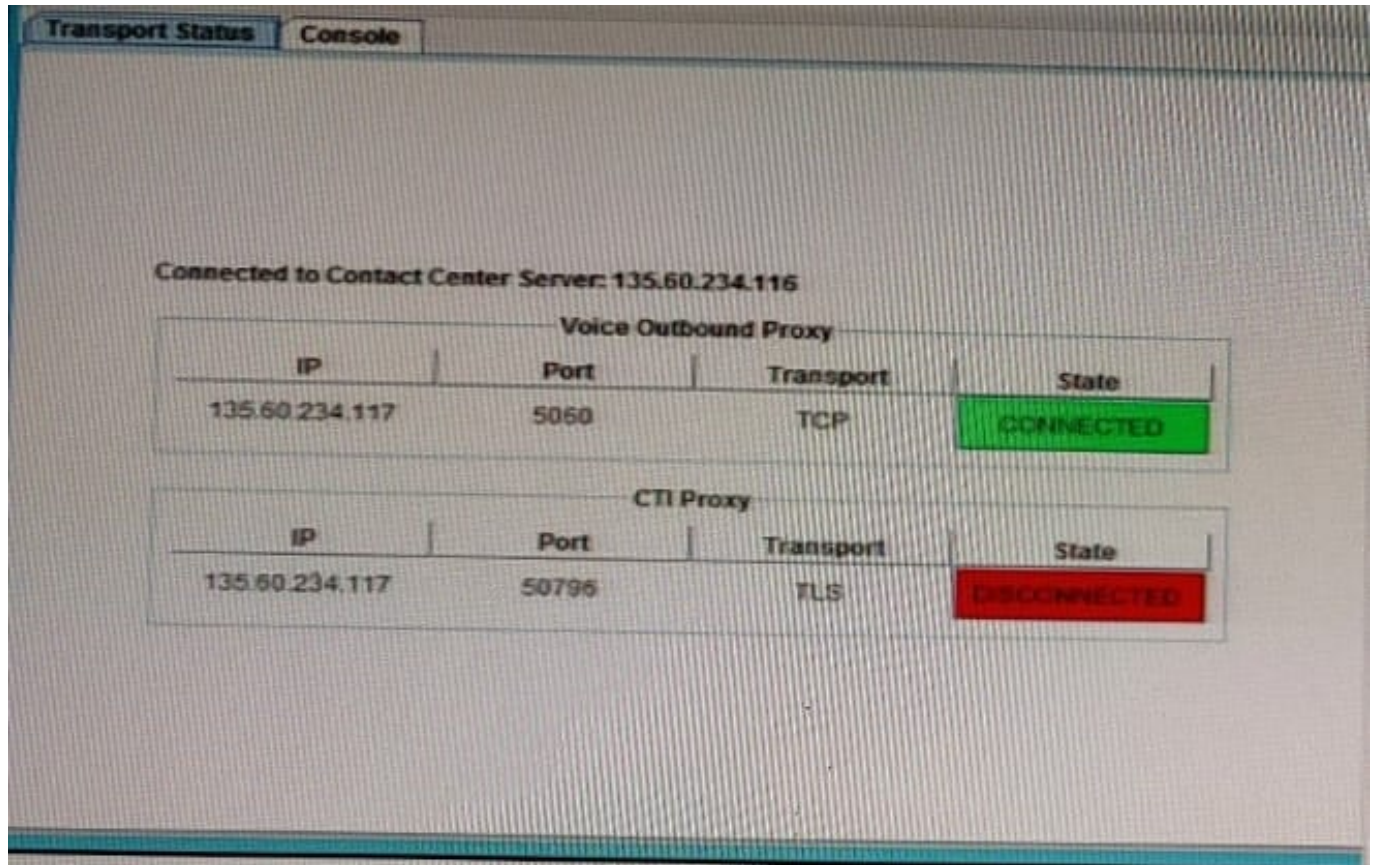
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QUESTION 1

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 2

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 3

Where are the media files that provide music and recorded announcements to contact center applications stored?

- A. The Avaya Contact Center Select (ACCS) contact center system
- B. The IP Office voice mail system
- C. The Avaya Aura Media Server (AAMS) dedicated for Avaya Contact Center Select (ACCS)
- D. The Avaya Aura Media Server (AAMS) from Communication Manager (CM)

Correct Answer: A

QUESTION 4

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 5

Which three methods of adding agents does Avaya Contact Center Select (ACCS) support? (Choose three.)

- A. Contact Center Management multi add option
- B. Contact Center Management add agent
- C. Contact Center Management add many users
- D. Contact Center Configuration Tool



E. Contact Center Management create copy

Correct Answer: ACD

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