



78950X^{Q&As}

Avaya Contact Center Select Implementation and Maintenance Exam

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QUESTION 1

The administrator needs to use the IP Office Manager to change some SIP settings on the IP Office. Which two steps must be taken to make the change effective? (Choose two.)

- A. The IP Office system may require a restart depending on the SIP settings changes.
- B. When the IP Office Manager application is closed, the change will be effective.
- C. The administrator must execute the IP Office Manager save translations command
- D. The administrator must save configuration to transfer changes to the IP Office.

Correct Answer: CD

QUESTION 2

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 3

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 4

Which two are requirements for the SIP Extension on the IP Office system? (Choose two.)

- A. "Call Waiting On" must be enabled to allow the system to handle more than one call at a time.



- B. The SIP extension type must be H.323.
- C. The SIP extension must be in the same number range as the agent telephone numbers.
- D. A single SIP extension is required for integration between IP Office and Avaya Contact Center Select (ACCS).

Correct Answer: CD

QUESTION 5

Refer to the exhibit.

The screenshot shows the 'License Manager Configuration Tool' window. It has three tabs: 'Tabular view' (selected), 'Graphical view', and 'Configuration'. Below the tabs is a search bar. The main area displays a table with the following data:

License	Value	Percent	Used Percent
Nodal Standalone Web Communication Agents	100	0	0
Nodal Local SMS Agents	100	0	0
Nodal Standalone Email Agents	100	0	0
Nodal Communication Control Toolkit	1	1	100
Nodal CCHM Package	1	1	100
Nodal CCT Open Interface	102	0	0
Nodal Contact Recording	101	0	0
Nodal IM Presence	101	0	0
Nodal Outbound	2	0	0
Nodal Multiplicity	101	1	0.99
Nodal Supervisors	100	0	0
Nodal CCT Contact Centre Voice Terminals	100	1	1
Nodal Standalone Voice Agent	100	0	0
Nodal Enterprise	1	1	100

At the bottom left, it says 'License Manager Apache Tomcat'. At the bottom right, there is a 'Close' button.

How many email agents are licensed on this Avaya Contact Center Select (ACCS) system?

- A. 0
- B. 100
- C. 250
- D. 500

Correct Answer: B