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QUESTION 1

Which type of activity code requires skillsets to be assigned?

- A. Post Call Processing Reason code
- B. Not Ready Reason code
- C. Activity code
- D. Walk Away Reason code

Correct Answer: C

QUESTION 2

Before a skillset threshold class will apply to a skillset, which action must be taken?

- A. The skillset threshold class must be created and assigned to the skillset in configuration.
- B. The skillset threshold class must be created and applied to the agents servicing the skillset.
- C. The skillset threshold class must be created and assigned to the skillset in Orchestration Designer.
- D. The skillset threshold class must be created and assigned to the skillset in Real-Time displays.

Correct Answer: A

QUESTION 3

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 4

What is the correct URI format for a controlled directory number 3200?



- A. sip:3200@sip:avaya.com
- B. 3200@sip:avaya.com
- C. sip:3200.sip.avaya.com
- D. sip:3200@avaya.com

Correct Answer: A

QUESTION 5

When creating custom announcements for application flows and scripts, in which format should they be created?

- A. VBK files
- B. WAV files
- C. MP4 files
- D. MP3 files

Correct Answer: D

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