



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

Avaya Contact Center Select Implementation and Maintenance Exam

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### QUESTION 1

To reduce implementation time, the partner has prepared the customer/partner supplied server in advance, and plans to complete the configuration at the customer's site. The partner has pre-installed Windows, and the Avaya Contact Center Select (ACCS) software, but without running the ignition

Which deployment type does this represent?

- A. Software Appliance option
- B. Hardware Appliance option
- C. DVD option
- D. Trunkey option

Correct Answer: D

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### QUESTION 2

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

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### QUESTION 3

Which statement about the Avaya SIP Sleuth is true?

- A. It is a pre-installed application found under Contact Center Common Utilities.
- B. It is a separate downloadable application that runs on a local workstation PC.
- C. It is a pre-installed application but must be activated in the registry of the Avaya Contact Center Select (ACCS).
- D. It must be downloaded and run from the AMS element manager.

Correct Answer: D

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#### QUESTION 4

For which operation is the Outbound Mail Handler component of the Email Manager responsible?

- A. Retrieving email messages from the corporate email server
- B. Saving email attachments to the appropriate folder
- C. Applying the rules engine to determine what skillset to queue the contact to
- D. Logging into the corporate email server and sending the auto-reply

Correct Answer: C

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#### QUESTION 5

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

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