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QUESTION 1

To allow the Agent Desktop to login and authenticate each agent or supervisor/agent, which two accounts does the Avaya Contact Center Select (ACCS) solution support? (Choose two.)

A. SIP user account

B. IP Office user account

C. Active Directory Domain account

D. Windows user account

Correct Answer: CD

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

A call variable is useful because of which two characteristics? (Choose two.)

A. Only call variables of type Integer can be used as wild variables.

B. Their values can be changed during a call session to serve as a collector for caller entered information.

C. They can be assigned a range of values when they are created in the variable editor.

D. They can be changed from call variable to global variable during a call session.

Correct Answer: BC

QUESTION 4

Which deployment option includes a Microsoft Windows Server Standard Edition product license key?

A. PVI Deployment

B. Hardware Appliance Deployment

C. DVD Deployment

D. Software Appliance Deployment

Correct Answer: C

QUESTION 5

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