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Avaya Contact Center Select Implementation and Maintenance Exam

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QUESTION 1

Which three Avaya Contact Center Select (ACCS) deployment types offer support for ACCS Business Continuity? (Choose three.)

A. ACCS and IP Office resides on a single VMware host server

B. Avaya Contact Center Select hardware appliance

C. IP Office 500V2 voice platform

D. Avaya Contact Center Select software appliance

E. Avaya Contact Center Select DVD

Correct Answer: ACD

QUESTION 2

Refer to the exhibit.

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

QUESTION 3

Which two statements about Thick Provisioning are true? (Choose two.)

A. It prevents over allocation of hard disk resources.
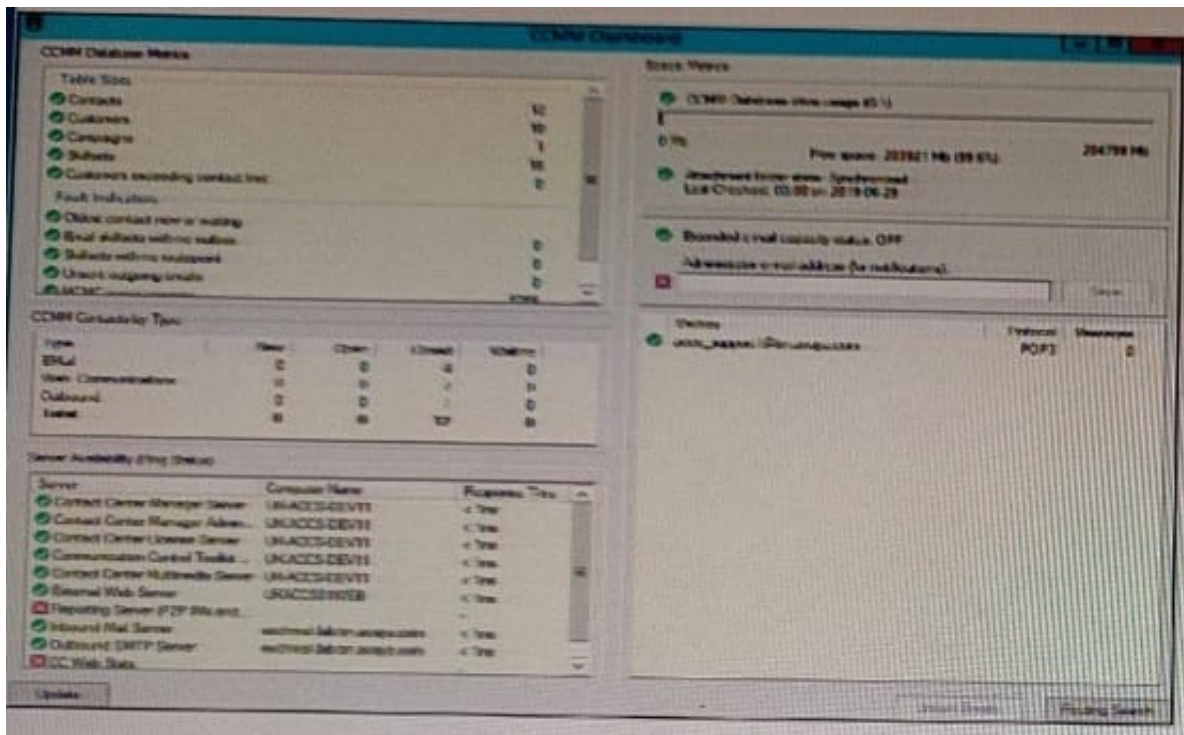
B. It improves hard disk performance.

C. It allows the Software Appliance image to be deployed faster.

D. It requires less disk space overall than Thin Provisioning.

Correct Answer: AD

QUESTION 4

Refer to the exhibit.

What does the Mailbox status relate to?

A. The connection with the recipient mailbox is established.

B. The connection with the web communication server is established.

C. The connection with the multimedia system is established.

D. The connection with the multimedia database is established.

Correct Answer: A

QUESTION 5

Contact Center calls arriving at the IP Office are not reaching the Avaya Contact Center Select (ACCS) system.

What is causing this problem?

A. No agents are logged into any ACCS skillsets.

B. The control directory number is not acquired.

C. The master script is not activated.

D. The IP Office Short Code is not configured under the IP Office Server node.

Correct Answer: A

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