



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.

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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.

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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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