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Avaya Contact Center Select Implementation and Maintenance Exam

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QUESTION 1

Which statement about the value of a global variable is true?

- A. It can be changed during a call if it is flagged as a wild variable.
- B. It can be changed during a call using the assign command in a script.
- C. It can only be changed by deleting and re-entering it.
- D. It can only be changed in the variable editor.

Correct Answer: C

QUESTION 2

Which Contact Center component was previously using a combination of Active Directory - Lightweight Directory Services (AD-LDS) and Microsoft Access databases?

- A. CCMA
- B. CCMS
- C. CCMM
- D. CCT

Correct Answer: D

QUESTION 3

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

QUESTION 4

A controlled directory number is responsible for which basic Avaya Contact Center Select (ACCS) process?

- A. Connecting voice contacts to the ACCS contact router



- B. Directing email and web communication contacts to the contact router
- C. Synching agents with extensions on IP Office in ACCS
- D. Processing voice and music recordings for flow and scripts

Correct Answer: D

QUESTION 5

The SIP Domain for the IP Office is set to ukaccslpoll.lab.trn.com. When administering the IP Office to work with Avaya Contact Center Select (ACCS), which two steps are required? (Choose two.)

- A. Verify SIP trunks are available for the ACCS integration.
- B. Verify that SIP Registrar Enable is configured in the IP Office VoIP settings.
- C. Administer the ACCS system SIP Domain to match the IP Office.
- D. Change the IP Office SIP Domain to match the ACCS system.

Correct Answer: BD

QUESTION 6

How can a reset assignment be identified?

- A. The reset assignment may be named by the user to distinguish it from the original.
- B. The name will appear in the reset folder.
- C. The name will have two underscores behind the original assignment name.
- D. The name will have a .res extension.

Correct Answer: B

QUESTION 7

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



QUESTION 8

Which two tools are used to configure the email servers In Avaya Contact Center Select (ACCS)? (Choose two.)

- A. The ACCS Multimedia administration component
- B. The Configuration component of the ACCS Launchpad
- C. The outbound component of the ACCS Launchpad
- D. The ACCS Ignition Wizard

Correct Answer: AD

QUESTION 9

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 10

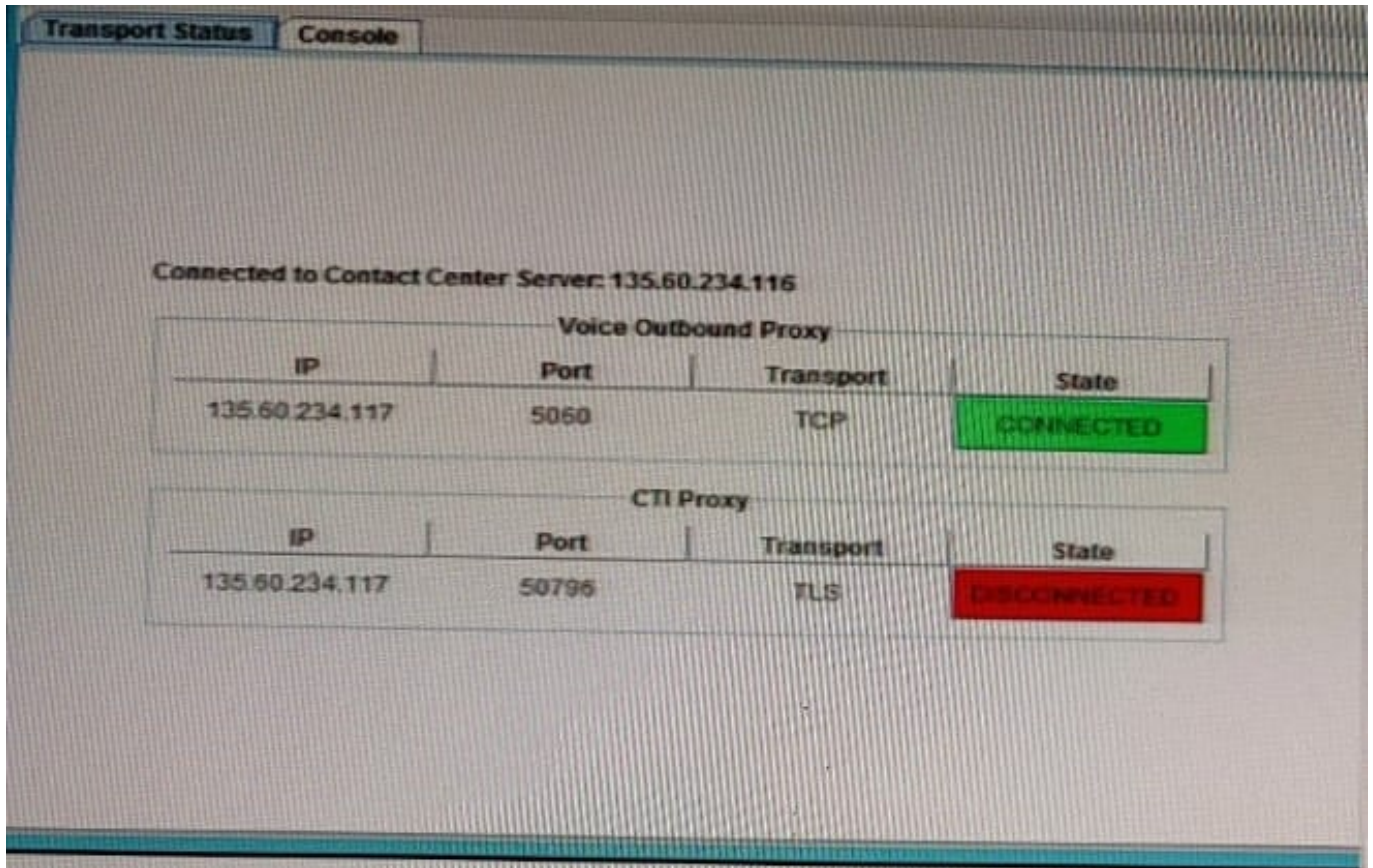
What is the correct URI format for a controlled directory number 3200?

- 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 11

Refer to the exhibit.



The SIP Gateway Manager Management Client is showing CTT Proxy is DISCONNECTED. From the information in the exhibit, what is the root cause of this problem?

- A. The TAPI/DevLink3 is not checked in Security Settings.
- B. The service password in IP Office does not match in ACCS.
- C. The system password does not match between IP Office and WebLM.
- D. The SIP Ext allocated for Avaya Contact Center Select (ACCS) has the Login code incorrectly set.

Correct Answer: A

QUESTION 12

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



QUESTION 13

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

QUESTION 14

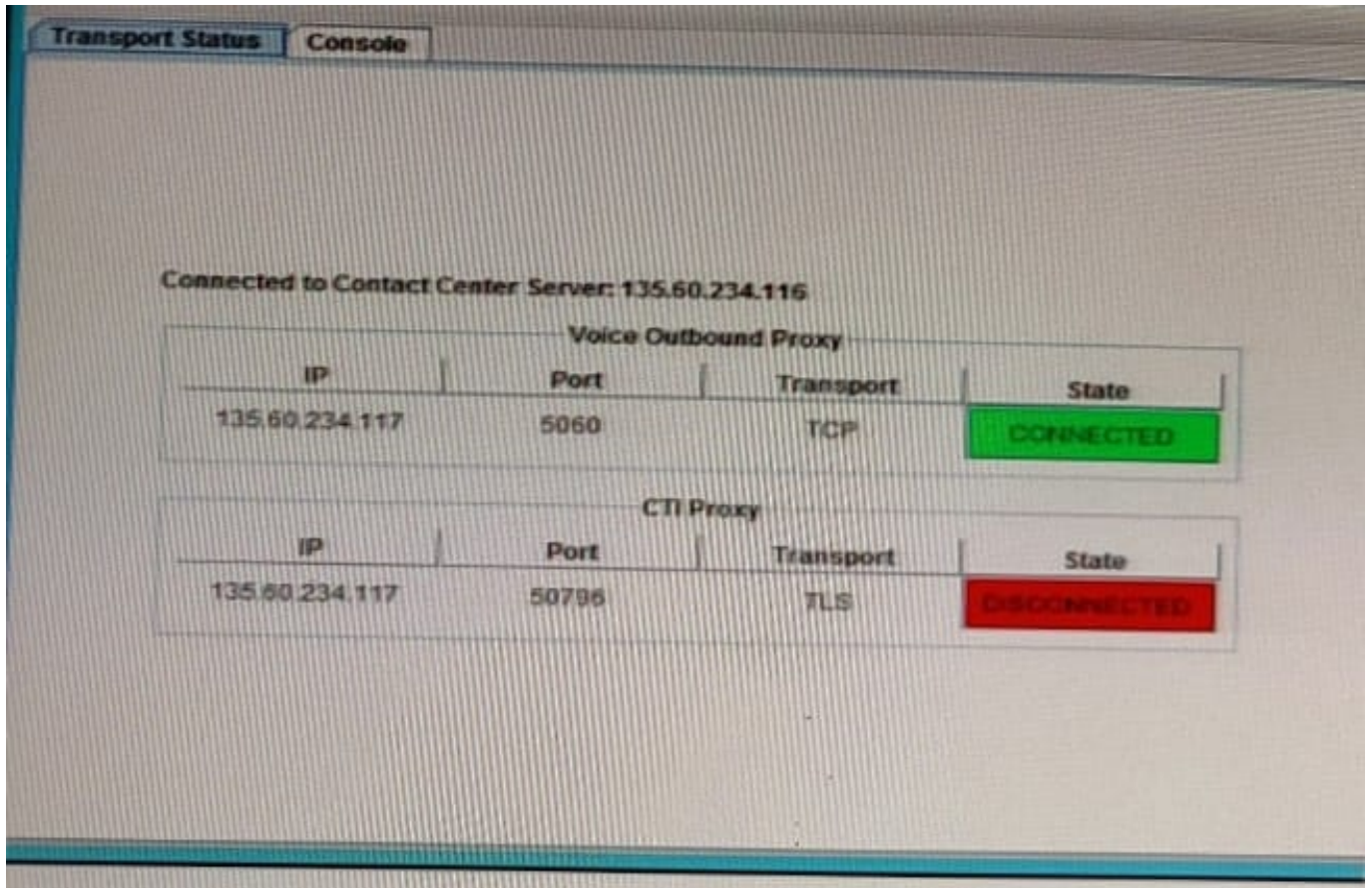
Which three statements about Avaya Contact Center Select (ACCS) Software Appliance deployment are true? (Choose three.)

- A. It consists of Avaya Aura Media Server OVA and Avaya WebLM OVA,
- B. ACCS Release 7.1 software is available as an Open Virtual Appliance (OVA) file.
- C. The ACCS software appliance is supported only on ESXI 6,7 virtualization environments.
- D. WebLM OVA must be deployed with the Disk Format - Thick Provision Lazy Zeroed.
- E. The WebLM server Host ID is obtained from <https://weblm IP address:52233/WebLM/index.jsp>

Correct Answer: ACD

QUESTION 15

Refer to the exhibit.



The SIP Gateway Manager Management Client is fluctuating between red and green. From the information in the exhibit, what is the root cause of this problem?

- A. Third party telephone control has been lost.
- B. Control directory numbers on Avaya Contact Center Select (ACCS) are not acquired.
- C. No application flows or scripts have been properly activated.
- D. The Avaya Contact Center Select (ACCS) SIP extension has not been properly configured.

Correct Answer: A

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