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Avaya Contact Center Select Implementation and Maintenance Exam

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QUESTION 1

Which two parameters does the Avaya Aura Media Server (AAMS) default locale setting control? (Choose two.)

- A. The locale of ringback that can be played by Avaya Contact Center Select (ACCS) scripts
- B. The language for the User Interface
- C. The locale used for default prompts and announcements
- D. The keyboard requirements

Correct Answer: BC

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

QUESTION 3

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. Syncing agents with extensions on IP Office in ACCS
- D. Processing voice and music recordings for flow and scripts

Correct Answer: D

QUESTION 4

What are three of the Avaya Contact Center Select (ACCS) data sets that must be backed up to protect the ACCS system? (Choose three.)

- A. WebLM
- B. ADMIN
- C. CCMA
- D. REGISTRY
- E. CCT

Correct Answer: ACE

QUESTION 5

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

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