

## 78950X<sup>Q&As</sup>

Avaya Contact Center Select Implementation and Maintenance Exam

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## QUESTION 1

A customer with Contact Center Multimedia (CCMM) installed needs to create, modify, and monitor outbound campaigns.

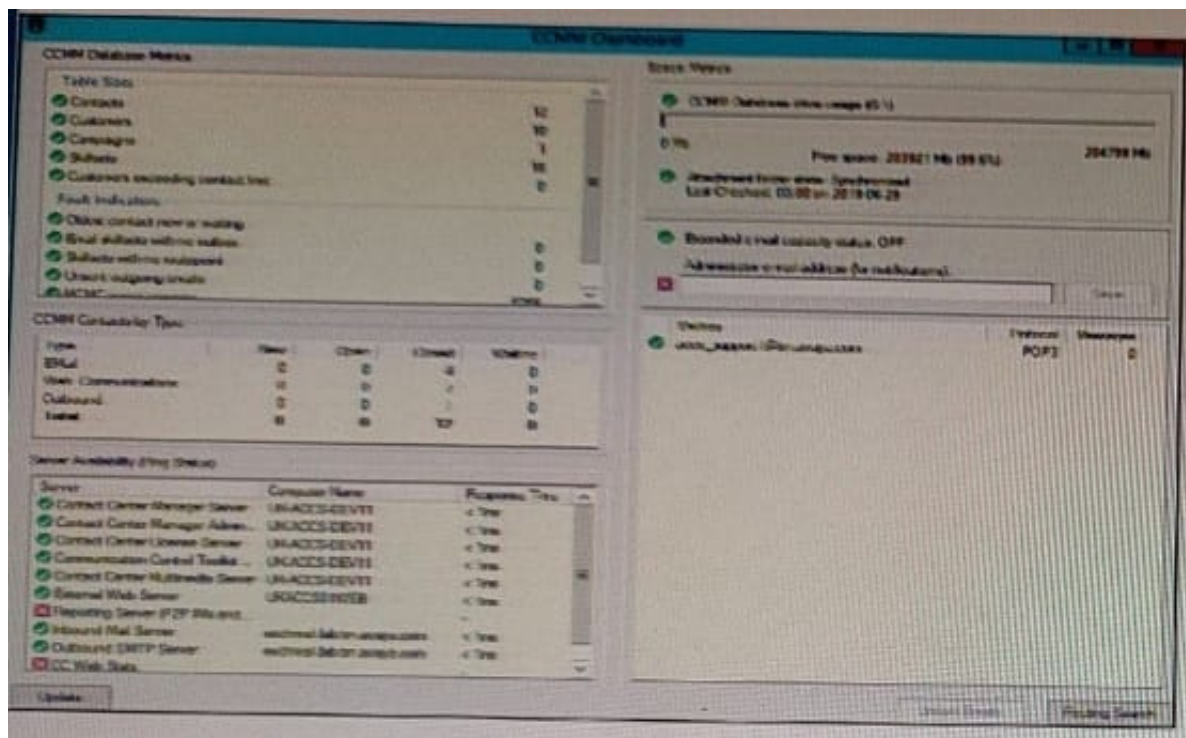
Which CCMM tool provides this functionality?

- A. The Multimedia Contact Manager
- B. The CCMA
- C. The E-mail Manager
- D. The outbound campaign Management Tool

Correct Answer: B

## QUESTION 2

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

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### QUESTION 3

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

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### QUESTION 4

In the Avaya Contact Center Select (ACCS) System Control and Monitor Utility, which steps will allow an individual service to be stopped and started?

- A. Enter the advanced password, right click on the service and select restart.
- B. Right click on the service and select reboot.
- C. Right click on the service and select restart.
- D. Enter the advanced password, right click on the service and select end process.

Correct Answer: A

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### QUESTION 5

Which type of application variables are used to reference the sample prompts?

- A. RAN type variables
- B. STRING type variables
- C. MUSIC type variables
- D. LANGUAGE type variables

Correct Answer: B

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