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QUESTION 1

What are the two locations where a historical report can be saved? (Choose two.)

A. In a Group folder

B. In the Scheduled Events folder

C. In the Public Report Templates folder

D. In the Private Report Templates folder

Correct Answer: AD

QUESTION 2

Which statement is true about the Avaya GREP tool?

A. It should be used on a PC to search log files that have been downloaded from Avaya Contact Center Select (ACCS).

B. It should only be used on an active system to capture real-time events.

C. It is only used to report on SIP related messages during low traffic periods.

D. It is only used during the installation phase and should not be used on an active server.

Correct Answer: B

QUESTION 3

Which Avaya Contact Center Select (ACCS) component provides intelligent call routing, manages functions such as logic for contact processing, contact treatment, contact handling, contact presentation, and the accumulation of data into historical and real-time databases?

A. CCT

B. CCMS

C. CCMM

D. CCMA

Correct Answer: C

QUESTION 4

In Avaya Contact Center Select (ACCS), voice calls are directed to ACCS via the ACCS SIP extension.

For voice calls to be answered by ACCS, what are two places where Route points (CDNs) are defined? (Choose two.)

A. ACCS CCMM Administrator

B. IP Office Configuration

C. ACCS CCMA Configuration

D. Orchestration Designer (OD)

Correct Answer: BD

QUESTION 5

Which three tools can be used to show the status of the SIP extension used for calls that are not arriving at the Avaya Contact Center Select (ACCS)? (Choose three.)

A. Window Event Viewer

B. ACCS SGM Management Client

C. IP Office System Monitor Tool

D. IP Office Web Manager

E. IP Office System Status Application

Correct Answer: ACD