



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

Avaya Contact Center Select Implementation and Maintenance Exam

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### QUESTION 1

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

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### QUESTION 2

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

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### QUESTION 3

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

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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

For which operation is the Outbound Mail Handler component of the Email Manager responsible?

- A. Retrieving email messages from the corporate email server
- B. Saving email attachments to the appropriate folder
- C. Applying the rules engine to determine what skillset to queue the contact to
- D. Logging into the corporate email server and sending the auto-reply

Correct Answer: C

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