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QUESTION 1

Avaya Contact Center Select (ACCS) uses the TAPI-D Interface to monitor and control the agent endpoint in the IP Office platform. The ACCS solution needs to provide a secure password to use the TAPI-D link.

Which password is required?

A. ACCS Administrator password

B. IP Office System password

C. CCMA Login ID password

D. Agent Login ID password

Correct Answer: C

QUESTION 2

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 3

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

QUESTION 4

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

QUESTION 5

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