



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

Avaya Contact Center Select Implementation and Maintenance Exam

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### QUESTION 1

A user's access to prompt management controls through the Launchpad is controlled through which three controls? (Choose three.)

- A. Partitions
- B. Element Manager login
- C. Access class
- D. Basic Launchpad rights
- E. Windows group security

Correct Answer: ACD

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### QUESTION 2

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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### QUESTION 3

Which three statements about Avaya Contact Center Select (ACCS) Software Appliance deployment are true? (Choose three.)

- A. It consists of Avaya Aura Media Server OVA and Avaya WebLM OVA,
- B. ACCS Release 7.1 software is available as an Open Virtual Appliance (OVA) file.
- C. The ACCS software appliance is supported only on ESXI 6,7 virtualization environments.
- D. WebLM OVA must be deployed with the Disk Format - Thick Provision Lazy Zeroed.
- E. The WebLM server Host ID is obtained from [https://weblm IP address:52233/WebLM/index.jsp](https://weblm:52233/WebLM/index.jsp)

Correct Answer: ACD

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#### QUESTION 4

Which tool or web page does the administrator use to manually synchronize IP Office and Avaya Contact Center Select (ACCS) user data?

- A. ACCS, Configuration component
- B. ACCS, Contact Center Manager component
- C. IP Office Web Manager
- D. IP Office System Status

Correct Answer: D

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#### QUESTION 5

Which two types of pegging thresholds will Impact both real-time displays and historical reports? (Choose two.)

- A. Service Factor
- B. Short call
- C. Service Level
- D. Display

Correct Answer: BD

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