78950X^Q&As

Avaya Contact Center Select Implementation and Maintenance Exam

Pass Avaya 78950X Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.pass4itsure.com/78950x.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Avaya
Official Exam Center

⚙ **Instant Download** After Purchase

⚙ **100% Money Back** Guarantee

⚙ **365 Days** Free Update

⚙ **800,000+** Satisfied Customers

QUESTION 1

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 2

What are three of the requirements to generate a Certificate Signing Request (CSR) for IP Office server to communicate with Avaya Contact Center Select (ACCS)? (Choose three.)

A. The signed certificate needs in .pern format then imported into IP Office.

B. The signed certificate needs to be renamed to .crt and converted to pl2 format then imported into IP Office.

C. Use CA server Public or Private to generate the signed certificate.

D. Use an OpenSSL server to generate the CSR and a private key from the Openssl.cnf.

E. CA server used to generate the signed certificate must be an SMGR based Private CA.

Correct Answer: CDE

QUESTION 3

Which three certificates are needed by the Avaya Contact Center Select (ACCS) server for TLS transport for the Voice proxy and CTI link? (Choose three.)

A. A signed certificate in .crt format

B. A CA root from IP Office server

C. A signed certificate in .p12 format

D. A signed certificate in .pl2 format

E. A CA root certificate from Private or Public CA

Correct Answer: BCE

QUESTION 4

A customer has an existing operational Avaya Contact Center Select (ACCS) solution, and has added a new number for inquiries about a special credit loan offer. The customer wants calls to be answered by agents assigned the existing NewAccounts skillset.

Which two configuration tasks are needed to make sure calls from the new number are routed to the proper agents? (Choose two.)

Which two configuration tasks are needed to make sure calls from the new number are routed to the proper agents? (Choose two.)

A. A new short code needs to be set up in the ACCS.

B. A corresponding CDN needs to be set up

C. A new SIP extension needs to be added to the IP Office.

D. A short code needs to be added on the IP Office.

Correct Answer: AC

QUESTION 5

Which three methods of adding agents does Avaya Contact Center Select (ACCS) support? (Choose three.)

A. Contact Center Management multi add option

B. Contact Center Management add agent

C. Contact Center Management add many users

D. Contact Center Configuration Tool

E. Contact Center Management create copy

Correct Answer: ACD

QUESTION 6

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

QUESTION 7

What is the function of the Data Synchronization process?

A. It is used by IP Office to pull agent data from the Avaya Contact Center Select (ACCS) system.

B. t is used by IP Office to push agent data to the Avaya Contact Center Select (ACCS) system.

C. It is used by the Avaya Contact Center Select (ACCS) system to push agent data to the IP Office.

D. It Is used by the Avaya Contact Center Select (ACCS) system to pull agent data from the IP Office.

Correct Answer: D

QUESTION 8

What are the high level configuration requirements for Avaya Aura Media Server (AAMS) HA?

A. The Replication account setup must be different between Primary and Backup AAMS.

B. The UUID from Backup AAMS should be selected for use on Primary AAMS.

C. The UUID from Primary AAMS should be selected for use on Backup AAMS.

D. Enable High Availability should only be selected on the Primary AAMS.

Correct Answer: C

QUESTION 9

What are three of the Avaya Contact Center Select (ACCS) data sets that must be backed up to protect the ACCS system? (Choose three.)

A. WebLM

B. ADMIN

C. CCMA

D. REGISTRY

E. CCT

Correct Answer: ACE

QUESTION 10

Which of the Avaya Contact Center Select (ACCS) Ignition Wizard configuration tasks is optional for a installations?

A. IP Office

B. Licensing

C. Multimedia

D. Security Settings

Correct Answer: A

QUESTION 11

In the Avaya Contact Center Select (ACCS) System Control and Monitor Utility, a gray padlock next to a service may indicate which two conditions? (Choose two.)

A. The service was disabled because it is not being used.

B. The service is not licensed.

C. The patches for that service are out of date.

D. The service is in the process of shutting down.

Correct Answer: BC

QUESTION 12

For an Avaya Contact Center Select (ACCS) Software Appliance deployment, where is the Windows Operating System license obtained?
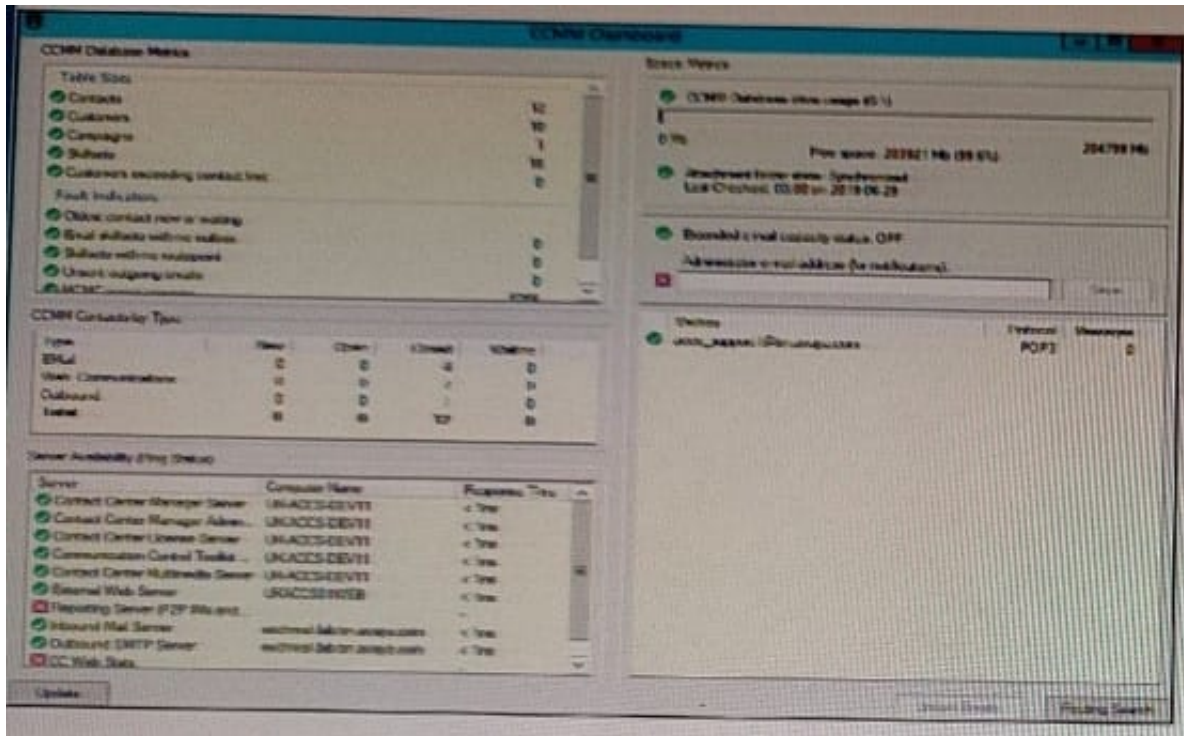
A. It is not required for a VMware deployment.

B. It is included in the Avaya Contact Center Select Software Appliance

C. It is downloaded from PLDS.

D. It is supplied by the customer.

Correct Answer: D

QUESTION 13

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

QUESTION 14

Which two statements about the Avaya Contact Center Select (ACCS) skillset are true? (Choose two.)

A. Skillsets are only used for reporting purposes.

B. A skillset is a group of activity codes used for reporting purposes.

C. A skillset is group of agents whose skills are similar.

D. Skillsets are referenced in both application flows and scripts.

Correct Answer: BD

QUESTION 15

Which statement about the function of the Access Class In Access and Partition Management Is true?

A. The Access Class will prevent a user from modifying skillset properties.

B. An Access Class will limit the Launchpad links a user may access.

C. The Access Class will be used to limit the user to report on specific contact center agents.

D. Access Classes will be used to limit a user to specific report groups.

Correct Answer: D