

Avaya.78950X.v2023-01-16.q22

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NEW QUESTION: 1

For an Avaya Contact Center Select (ACCS) Software Appliance deployment, where is the Windows Operating System license obtained?

- A. It is included in the Avaya Contact Center Select Software Appliance
- B. It is downloaded from PLDS.
- C. It is supplied by the customer.
- D. It is not required for a VMware deployment.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 2

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 create copy
- C. Contact Center Management add agent
- D. Contact Center Management add many users
- E. Contact Center Configuration Tool

Answer: A,D,E ([LEAVE A REPLY](#))

NEW QUESTION: 3

How many Multimedia users are fully configured within the sample users on Avaya Contact Center Select (ACCS)?

- A. 100

B. 25

C. 1

D. 10

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 4

The information used to populate Real Time Displays may be transmitted by using which two modes? (Choose two.)

A. Broadcast

B. Unicast

C. Multicast

D. Anycast

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 5

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

A. Display

B. Service Factor

C. Short call

D. Service Level

Answer: A,C ([LEAVE A REPLY](#))

NEW QUESTION: 6

To reduce implementation time, the partner has prepared the customer/partner supplied server in advance, and plans to complete the configuration at the customer's site. The partner has pre-installed Windows, and the Avaya Contact Center Select (ACCS) software, but without running the ignition Which deployment type does this represent?

A. DVD option

B. Software Appliance option

C. Trunkey option

D. Hardware Appliance option

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 7

Refer to the exhibit.

License	Used	Available	License Key
Nodal Standalone Web Communication Agents	100	0	0
Nodal Local SMS Agents	100	0	0
Nodal Standalone Email Agents	100	0	0
Nodal Communication Control Toolkit	1	1	100
Nodal CCM Package	1	1	100
Nodal CCT Open Interface	102	0	0
Nodal Contact Recording	101	0	0
Nodal WF Presence	101	0	0
Nodal Outbound	2	0	0
Nodal Multiplicity	101	1	0.99
Nodal Supervisors	100	0	0
Nodal CCT Contact Centre Voice Terminals	100	1	1
Nodal Standalone Voice Agent	100	0	0
Nodal Enterprise	1	1	100

License Manager Apache Tomcat

How many email agents are licensed on this Avaya Contact Center Select (ACCS) system?

- A. 100
- B. 0
- C. 250
- D. 500

Answer: A (LEAVE A REPLY)

NEW QUESTION: 8

Information in the Avaya Contact Center Select (ACCS) historical database is summarized into interval, daily, weekly, and monthly summaries.

If the current time is 8:05 AM, when could the first interval report be created that would include current activity?

- A. After midnight
- B. After 8:15 AM
- C. Any time after 8:05 AM
- D. After 9:00 AM

Answer: (SHOW ANSWER)

NEW QUESTION: 9

Which two tasks must be completed before starting the WebLM Software Appliance deployment? (Choose two.)

- A. Log into the vCenter or vSphere.
- B. Download the WebLM Software Appliance from PLDS-

- C. Verify that the Avaya Contact Center Select (ACCS) Software Appliance has been deployed
- D. Mount the Avaya Contact Center Select (ACCS) DVD on the VMware server.

Answer: A,D ([LEAVE A REPLY](#))

NEW QUESTION: 10

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. Use an OpenSSL server to generate the CSR and a private key from the Openssl.cnf.
- B. Use CA server Public or Private to generate the signed certificate.
- C. The signed certificate needs in .pem format then imported into IP Office.
- D. The signed certificate needs to be renamed to .crt and converted to p12 format then imported into IP Office.
- E. CA server used to generate the signed certificate must be an SMGR based Private CA.

Answer: A,B,E ([LEAVE A REPLY](#))

NEW QUESTION: 11

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. The ACCS software appliance is supported only on ESXI 6,7 virtualization environments.
- C. ACCS Release 7.1 software is available as an Open Virtual Appliance (OVA) file.
- 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>

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 12

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. IP Office System password
- B. ACCS Administrator password
- C. CCMA Login ID password
- D. Agent Login ID password

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 13

Which three Avaya Contact Center Select (ACCS) deployment types offer support for ACCS Business Continuity? (Choose three.)

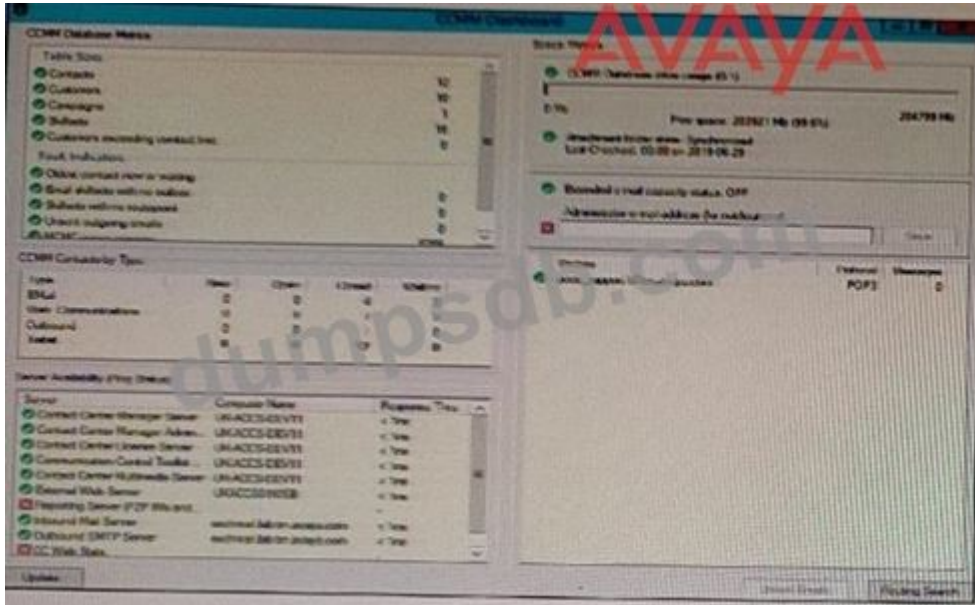
- A. Avaya Contact Center Select DVD
- B. ACCS and IP Office resides on a single VMware host server

- C. Avaya Contact Center Select software appliance
- D. Avaya Contact Center Select hardware appliance
- E. IP Office 500V2 voice platform

Answer: B,C,E (LEAVE A REPLY)

NEW QUESTION: 14

Refer to the exhibit.



What does the Mailbox status relate to?

- A. The connection with the multimedia system is established.
- B. The connection with the multimedia database is established.
- C. The connection with the web communication server is established.
- D. The connection with the recipient mailbox is established.

Answer: (SHOW ANSWER)

NEW QUESTION: 15

Which two parameters does the Avaya Aura Media Server (AAMS) default locale setting control? (Choose two.)

- A. The keyboard requirements
- B. The locale of ringback that can be played by Avaya Contact Center Select (ACCS) scripts
- C. The language for the User Interface
- D. The locale used for default prompts and announcements

Answer: (SHOW ANSWER)

NEW QUESTION: 16

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. Orchestration Designer (OD)
- C. ACCS CCMA Configuration
- D. IP Office Configuration

Answer: B,D ([LEAVE A REPLY](#))

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NEW QUESTION: 17

Which Contact Center component was previously using a combination of Active Directory - Lightweight Directory Services (AD-LDS) and Microsoft Access databases?

- A. CCMA
- B. CCMM
- C. CCT
- D. CCMS

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 18

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

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

Answer: A,B,C ([LEAVE A REPLY](#))

NEW QUESTION: 19

When working with application flows, which statement about errors in syntax and logic in Orchestration Designer is true?

- A. They appear in the error log view.
- B. The errors are signaled by Orchestration Designer at the instant they occur,
- C. They appear in the problems view in Orchestration Designer.
- D. The errors are automatically corrected.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 20

When creating custom announcements for application flows and scripts, in which format should they be created?

- A. WAV files
- B. MP4 files
- C. VBK files
- D. MP3 files

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 21

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

- A. Access Classes will be used to limit a user to specific report groups.
- 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. The Access Class will prevent a user from modifying skillset properties.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 22

Which two statements about Campus Business Continuity are true? (Choose two.)

- A. The active and standby servers must be in the same location and network subnet using static IP addresses.
- B. To support Business Continuity resiliency, the Avaya Contact Center Select (ACCS) agents must each have an associated Windows domain user account in the same Windows domain as the active and standby servers.
- C. The active and standby Avaya Contact Center Select (ACCS) must be visualized on the same VMware host servers.
- D. The active and standby Avaya Contact Center Select (ACCS) servers are in different network subnets and/or campus locations.

Answer: C ([LEAVE A REPLY](#))

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