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Avaya Contact Center Select Implementation and Maintenance Exam

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QUESTION 1

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 2

Which three skillset configuration data sets are parts of the sample data provisioned with Avaya Contact Center Select (ACCS)? (Choose three.)

- A. OB_Skill1
- B. Email_Skill1
- C. Skill2
- D. VM_Skill1
- E. Outbound_Skill1

Correct Answer: ACD

QUESTION 3

Which three applications are included with the IP Office admin suite Installation? (Choose three.)

- A. Avaya Grep
- B. System Status
- C. IP Office Platform Manager
- D. IP Office Manager
- E. System Monitor

Correct Answer: BDE



QUESTION 4

The SIP Domain for the IP Office is set to ukaccslpoll.lab.trn.com. When administering the IP Office to work with Avaya Contact Center Select (ACCS), which two steps are required? (Choose two.)

- A. Verify SIP trunks are available for the ACCS integration.
- B. Verify that SIP Registrar Enable is configured in the IP Office VoIP settings.
- C. Administer the ACCS system SIP Domain to match the IP Office.
- D. Change the IP Office SIP Domain to match the ACCS system.

Correct Answer: BD

QUESTION 5

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

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