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

Avaya Contact Center Select Implementation and Maintenance Exam

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**QUESTION 1**

When configuring a scheduled backup using the Contact Center Database Maintenance utility, which three statements are true? (Choose three.)

A. You can schedule multiple applications for backup in a single scheduling task.

B. The backup folder contains backup files for each application you select.

C. You can schedule on a frequency of a specific date.

D. Regularly occurring backups create a new backup folder for the previous backup.

E. You can only backup one database (either CCMS, CCMA, CCT, or CCMM) at a time.

Correct Answer: BCE

**QUESTION 2**

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

A. The locale of ringback that can be played by Avaya Contact Center Select (ACCS) scripts

B. The language for the User Interface

C. The locale used for default prompts and announcements

D. The keyboard requirements

Correct Answer: BC

**QUESTION 3**

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. Any time after 8:05 AM

B. After midnight

C. After 8:15 AM

D. After 9:00 AM

Correct Answer: D

**QUESTION 4**

Which statement about the Avaya SIP Sleuth is true?

A. It is a pre-installed application found under Contact Center Common Utilities.

B. It is a separate downloadable application that runs on a local workstation PC.

C. It is a pre-installed application but must be activated in the registry of the Avaya Contact Center Select (ACCS).

D. It must be downloaded and run from the AMS element manager.

Correct Answer: D

**QUESTION 5**

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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