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Avaya Contact Center Select Implementation and Maintenance Exam

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QUESTION 1

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- C. The patches for that service are out of date.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 2

Contact Center calls arriving at the IP Office are not reaching the Avaya Contact Center Select (ACCS) system.

What is causing this problem?

- A. No agents are logged into any ACCS skillsets.
- B. The control directory number is not acquired.
- C. The master script is not activated.
- D. The IP Office Short Code is not configured under the IP Office Server node.

Correct Answer: A

QUESTION 3

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 4



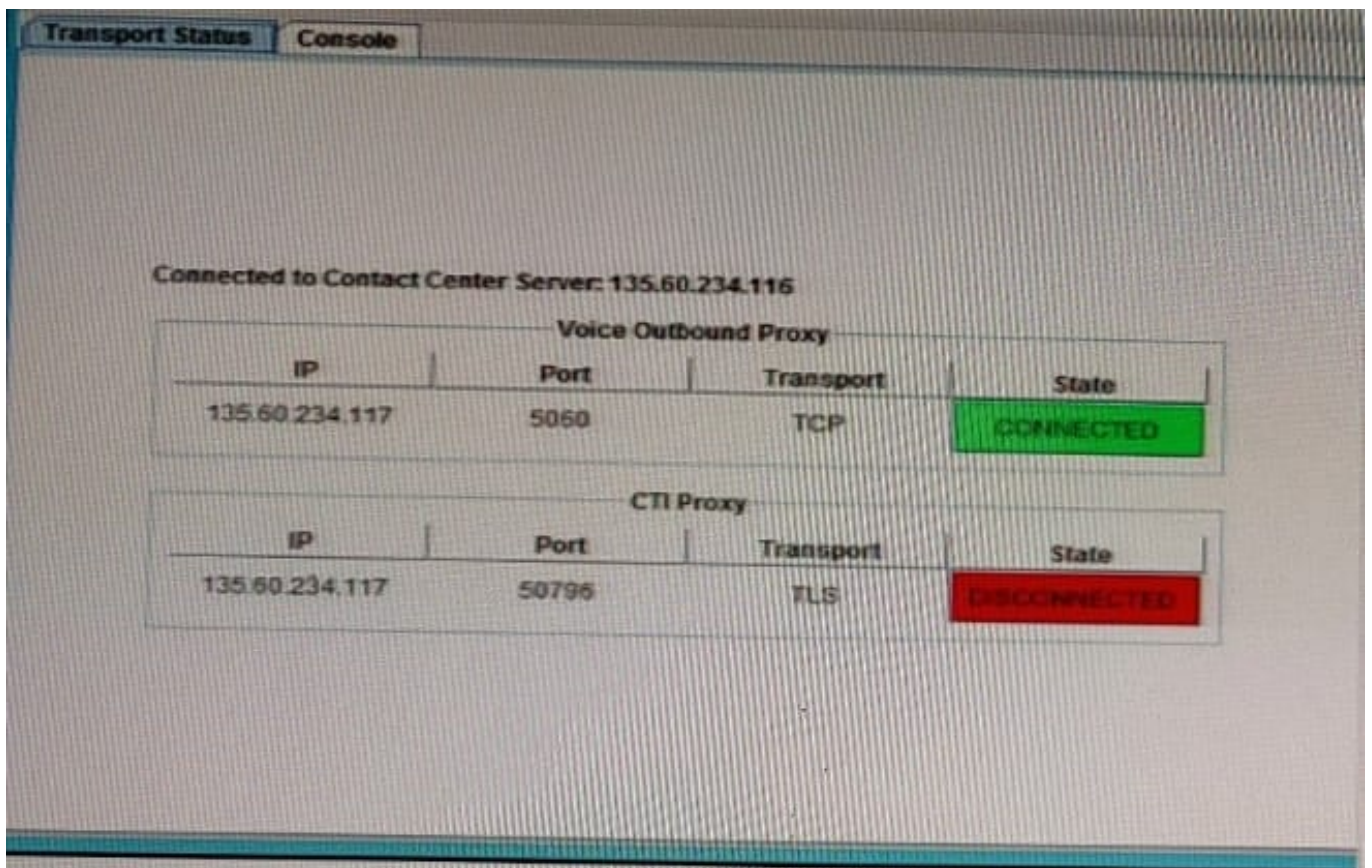
What is the function of the Data Synchronization process?

- A. It is used by IP Office to pull agent data from the Avaya Contact Center Select (ACCS) system.
- B. It 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 5

Refer to the exhibit.



The SIP Gateway Manager Management Client is showing CTI Proxy is DISCONNECTED. From the information in the exhibit, what is the root cause of this problem?

- A. The TAPI/DevLink3 is not checked in Security Settings.
- B. The service password in IP Office does not match in ACCS.
- C. The system password does not match between IP Office and WebLM.
- D. The SIP Ext allocated for Avaya Contact Center Select (ACCS) has the Login code incorrectly set.



Correct Answer: A

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