



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

Avaya Contact Center Select Implementation and Maintenance Exam

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### QUESTION 1

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

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### 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

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### QUESTION 3

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

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

Correct Answer: D

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### QUESTION 4

Which statement is true about the Avaya GREP tool?



- A. It should be used on a PC to search log files that have been downloaded from Avaya Contact Center Select (ACCS).
- B. It should only be used on an active system to capture real-time events.
- C. It is only used to report on SIP related messages during low traffic periods.
- D. It is only used during the installation phase and should not be used on an active server.

Correct Answer: B

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#### QUESTION 5

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 .pem 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

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