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QUESTION 1

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 2

What are the two locations where a historical report can be saved? (Choose two.)

A. In a Group folder

B. In the Scheduled Events folder

C. In the Public Report Templates folder

D. In the Private Report Templates folder

Correct Answer: AD

QUESTION 3

Before a skillset threshold class will apply to a skillset, which action must be taken?

A. The skillset threshold class must be created and assigned to the skillset in configuration.

B. The skillset threshold class must be created and applied to the agents servicing the skillset.

C. The skillset threshold class must be created and assigned to the skillset in Orchestration Designer.

D. The skillset threshold class must be created and assigned to the skillset in Real-Time displays.

Correct Answer: A

QUESTION 4

From the Avaya Contact Center Select (ACCS) Dashboard, which selection is made to view the status of the IP Office connection?

A. Contact Center Server Configuration, SIP, Network Settings

B. System Control and Monitor Utility

C. Contact Center Multimedia

D. SIP Gateway Monitor SGM client

Correct Answer: A

QUESTION 5

What happens after an agent enters an After Call Work Item activity code while on a skillset call?

A. The skillset call is released and the agent goes Into After Call Work state.

B. The agent goes into a Walk Away state.

C. When the agent releases the skillset call, they are automatically placed in an After Call Work state.

D. After releasing the call, the agent must go Ready before entering the After Call Work state.

Correct Answer: C

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