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QUESTION 1

Which three tools can be used to show the status of the SIP extension used for calls that are not arriving at the Avaya Contact Center Select (ACCS)? (Choose three.)

- A. Window Event Viewer
- B. ACCS SGM Management Client
- C. IP Office System Monitor Tool
- D. IP Office Web Manager
- E. IP Office System Status Application

Correct Answer: ACD

QUESTION 2

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- C. The patches for that service are out of date.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 3

Which two licenses will an agent need when servicing the Customer_Service voice skillset, the EM_Customer_Service skillset, and the WC_Customer_Service skillset? (Choose two.)

- A. One multiplicity license
- B. One mobile agent license
- C. One voice license
- D. One multimedia license

Correct Answer: AC

QUESTION 4



Where are the media files that provide music and recorded announcements to contact center applications stored?

- A. The Avaya Contact Center Select (ACCS) contact center system
- B. The IP Office voice mail system
- C. The Avaya Aura Media Server (AAMS) dedicated for Avaya Contact Center Select (ACCS)
- D. The Avaya Aura Media Server (AAMS) from Communication Manager (CM)

Correct Answer: A

QUESTION 5

What are three of the Avaya Contact Center Select (ACCS) data sets that must be backed up to protect the ACCS system? (Choose three.)

- A. WebLM
- B. ADMIN
- C. CCMA
- D. REGISTRY
- E. CCT

Correct Answer: ACE

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