



**Free Questions for 78950X by actualtestdumps**

**Shared by Russo on 22-07-2024**

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## Question 1

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**Question Type:** MultipleChoice

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

### Options:

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- 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

### Answer:

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A, D

## Question 2

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**Question Type:** MultipleChoice

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A call variable is useful because of which two characteristics? (Choose two.)

**Options:**

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- A-** Only call variables of type Integer can be used as wild variables.
- B-** Their values can be changed during a call session to serve as a collector for caller entered information.
- C-** They can be assigned a range of values when they are created in the variable editor.
- D-** They can be changed from call variable to global variable during a call session.

**Answer:**

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B, C

## Question 3

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**Question Type: MultipleChoice**

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The information used to populate Real Time Displays may be transmitted by using which two modes? (Choose two.)

**Options:**

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A- Broadcast

B- Unicast

C- Anycast

D- Multicast

**Answer:**

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B

## Question 4

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**Question Type: MultipleChoice**

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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?

**Options:**

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**A-** Any time after 8:05 AM

**B-** After midnight

**C-** After 8:15 AM

**D-** After 9:00 AM

**Answer:**

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D

## Question 5

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**Question Type:** MultipleChoice

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Which statement about the function of the Access Class In Access and Partition Management Is true?

**Options:**

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**A-** The Access Class will prevent a user from modifying skillset properties.

**B-** An Access Class will limit the Launchpad links a user may access.

**C-** The Access Class will be used to limit the user to report on specific contact center agents.

**D-** Access Classes will be used to limit a user to specific report groups.

**Answer:**

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D

## Question 6

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**Question Type: MultipleChoice**

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When creating custom announcements for application flows and scripts, in which format should they be created?

**Options:**

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**A-** VBK files

**B-** WAV files

**C-** MP4 files

**D-** MP3 files

**Answer:**

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D

## Question 7

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**Question Type:** MultipleChoice

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Which type of activity code requires skillsets to be assigned?

**Options:**

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**A-** Post Call Processing Reason code

**B-** Not Ready Reason code

**C-** Activity code

**D-** Walk Away Reason code

**Answer:**

---

C

## Question 8

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**Question Type: MultipleChoice**

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In Avaya Contact Center Select (ACCS), voice calls are directed to ACCS via the ACCS SIP extension.

For voice calls to be answered by ACCS, what are two places where Route points (CDNs) are defined? (Choose two.)

**Options:**

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- A- ACCS CCMM Administrator
- B- IP Office Configuration
- C- ACCS CCMA Configuration
- D- Orchestration Designer (OD)

**Answer:**

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B, D

## Question 9

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**Question Type: MultipleChoice**

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Avaya Contact Center Select (ACCS) uses the TAPI-D Interface to monitor and control the agent endpoint in the IP Office platform. The ACCS solution needs to provide a secure password to use the TAPI-D link.

Which password is required?

**Options:**

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- A- ACCS Administrator password
- B- IP Office System password
- C- CCMA Login ID password
- D- Agent Login ID password

**Answer:**

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C

## Question 10

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**Question Type: MultipleChoice**

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Which two are requirements for the SIP Extension on the IP Office system? (Choose two.)

### Options:

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- A- 'Call Waiting On' must be enabled to allow the system to handle more than one call at a time.
- B- The SIP extension type must be H.323.
- C- The SIP extension must be In the same number range as the agent telephone numbers.
- D- A single SIP extension is required for integration between IP Office and Avaya Contact Center Select (ACCS).

### Answer:

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C, D

## Question 11

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### Question Type: MultipleChoice

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A customer has an existing operational Avaya Contact Center Select (ACCS) solution, and has added a new number for inquiries about a special credit loan offer. The customer wants calls to be answered by agents assigned the existing NewAccounts skillset.

Which two configuration tasks are needed to make sure calls from the new number are routed to the proper agents? (Choose two.)

Which two configuration tasks are needed to make sure calls from the new number are routed to the proper agents? (Choose two.)

**Options:**

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- A-** A new short code needs to be set up in the ACCS.
- B-** A corresponding CDN needs to be set up
- C-** A new SIP extension needs to be added to the IP Office.
- D-** A short code needs to be added on the IP Office.

**Answer:**

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A, C

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