



Free Questions for 78950X by certsdeals

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Question 1

Question Type: MultipleChoice

Which two tools are used to configure the email servers In Avaya Contact Center Select (ACCS)? (Choose two.)

Options:

- A- The ACCS Multimedia administration component
- B- The Configuration component of the ACCS Launchpad
- C- The outbound component of the ACCS Launchpad
- D- The ACCS Ignition Wizard

Answer:

A, D

Question 2

Question Type: MultipleChoice

Which type of application variables are used to reference the sample prompts?

Options:

- A- RAN type variables
- B- STRING type variables
- C- MUSIC type variables
- D- LANGUAGE type variables

Answer:

B

Question 3

Question Type: MultipleChoice

Which three methods of adding agents does Avaya Contact Center Select (ACCS) support? (Choose three.)

Options:

- A- Contact Center Management multi add option
- B- Contact Center Management add agent
- C- Contact Center Management add many users
- D- Contact Center Configuration Tool
- E- Contact Center Management create copy

Answer:

A, C, D

Question 4

Question Type: MultipleChoice

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

Options:

- 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.

Answer:

C

Question 5

Question Type: MultipleChoice

A user's access to prompt management controls through the Launchpad is controlled through which three controls? (Choose three.)

Options:

- A- Partitions
- B- Element Manager login
- C- Access class

D- Basic Launchpad rights

E- Windows group security

Answer:

A, C, D

Question 6

Question Type: MultipleChoice

Which statement about the Orchestration Designer Treatment block is true?

Options:

A- It is used to connect the caller to voice mail.

B- It is used to play re-assurance messages to the caller.

C- It is used to play music to the caller.

D- It is used to offer the caller a selection prompt.

Answer:

A

Question 7

Question Type: MultipleChoice

A controlled directory number is responsible for which basic Avaya Contact Center Select (ACCS) process?

Options:

- A-** Connecting voice contacts to the ACCS contact router
- B-** Directing email and web communication contacts to the contact router
- C-** Synching agents with extensions on IP Office in ACCS
- D-** Processing voice and music recordings for flow and scripts

Answer:

D

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