



Free Questions for 78950X by certsinside

Shared by Small on 15-04-2024

For More Free Questions and Preparation Resources

Check the Links on Last Page

Question 1

Question Type: MultipleChoice

For which operation is the Outbound Mail Handler component of the Email Manager responsible?

Options:

- A- Retrieving email messages from the corporate email server
- B- Saving email attachments to the appropriate folder
- C- Applying the rules engine to determine what skillset to queue the contact to
- D- Logging into the corporate email server and sending the auto-reply

Answer:

C

Question 2

Question Type: MultipleChoice

A customer with Contact Center Multimedia (CCMM) installed needs to create, modify, and monitor outbound campaigns.

Which CCMM tool provides this functionality?

Options:

- A- The Multimedia Contact Manager
- B- The CCMA
- C- The E-mail Manager
- D- The outbound campaign Management Tool

Answer:

B

Question 3

Question Type: MultipleChoice

Which tool or web page does the administrator use to manually synchronize IP Office and Avaya Contact Center Select (ACCS) user data?

Options:

- A- ACCS, Configuration component
- B- ACCS, Contact Center Manager component
- C- IP Office Web Manager
- D- IP Office System Status

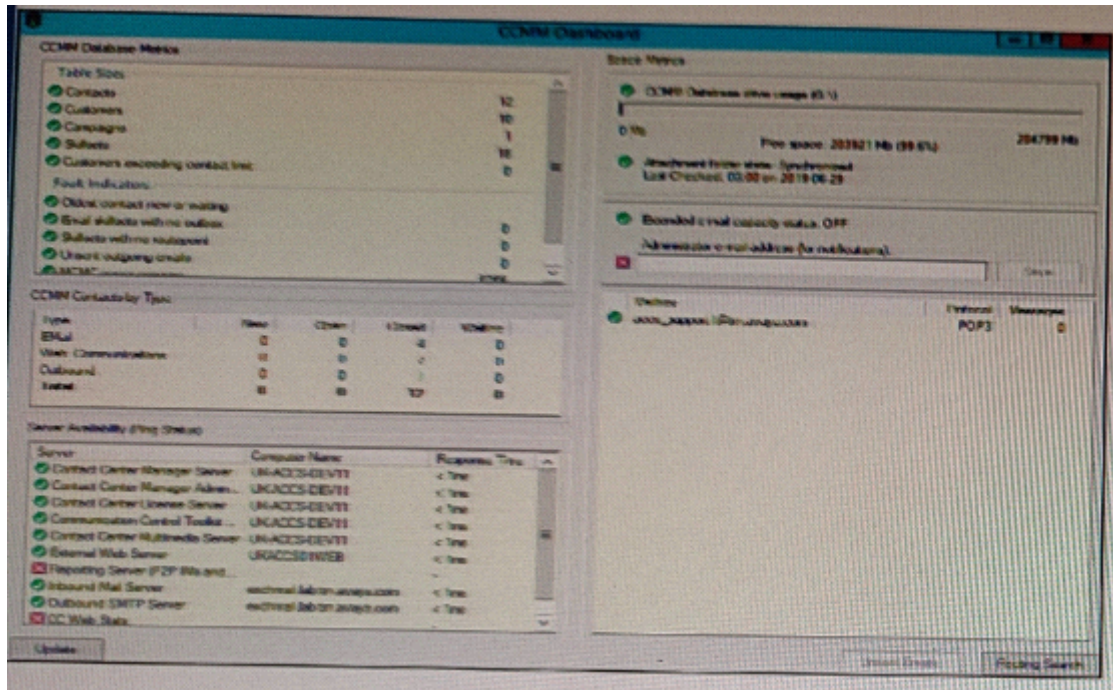
Answer:

D

Question 4

Question Type: MultipleChoice

Refer to the exhibit.



What does the Mailbox status relate to?

Options:

- A- The connection with the recipient mailbox is established.
- B- The connection with the web communication server is established.
- C- The connection with the multimedia system is established.
- D- The connection with the multimedia database is established.

Answer:

A

Question 5

Question Type: MultipleChoice

Which two statements about the Avaya Contact Center Select (ACCS) skillset are true? (Choose two.)

Options:

- A-** Skillsets are only used for reporting purposes.
- B-** A skillset is a group of activity codes used for reporting purposes.
- C-** A skillset is group of agents whose skills are similar.
- D-** Skillsets are referenced in both application flows and scripts.

Answer:

B, D

Question 6

Question Type: MultipleChoice

Which three skillset configuration data sets are parts of the sample data provisioned with Avaya Contact Center Select (ACCS)?
(Choose three.)

Options:

- A- OB_Skill1
- B- Email_Skill1
- C- Skill2
- D- VM_Skill1
- E- Outbound_Skill1

Answer:

A, C, D

Question 7

Question Type: MultipleChoice

Which statement about the value of a global variable is true?

Options:

- A- It can be changed during a call if it is flagged as a wild variable.
- B- It can be changed during a call using the assign command in a script.
- C- It can only be changed by deleting and re-entering it.
- D- It can only be changed in the variable editor.

Answer:

C

Question 8

Question Type: MultipleChoice

Which two types of pegging thresholds will impact both real-time displays and historical reports? (Choose two.)

Options:

- A- Service Factor
- B- Short call
- C- Service Level
- D- Display

Answer:

B, D

Question 9

Question Type: MultipleChoice

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

Options:

- 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.

Answer:

A

Question 10

Question Type: MultipleChoice

How many Multimedia users are fully configured within the sample users on Avaya Contact Center Select (ACCS)?

Options:

- A-** 1
- B-** 10
- C-** 25
- D-** 100

Answer:

C

Question 11

Question Type: MultipleChoice

When working with application flows, which statement about errors in syntax and logic in Orchestration Designer is true?

Options:

- A-** They appear in the problems view in Orchestration Designer.
- B-** The errors are signaled by Orchestration Designer at the instant they occur,
- C-** The errors are automatically corrected.
- D-** They appear in the error log view.

Answer:

C

To Get Premium Files for 78950X Visit

<https://www.p2pexams.com/products/78950x>

For More Free Questions Visit

<https://www.p2pexams.com/avaya/pdf/78950x>

