Avaya 78950X Practice Questions

Shared by Mckenzie on 22-10-2026

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Question 1

Question Type: MultipleChoice

Which Avaya Contact Center Select (ACCS) component provides intelligent call routing, manages functions such as logic for contact processing, contact treatment, contact handling, contact presentation, and the accumulation of data into historical and real-time databases?

Options:

A- CCT
B- CCMS
C- CCMM
D- CCMA

Answer:

C

Question 2

Question Type: MultipleChoice

Contact Center calls arriving at the IP Office are not reaching the Avaya Contact Center Select (ACCS) system.

What is causing this problem?

Options:

A- No agents are logged into any ACCS skillsets.
B- The control directory number is not acquired.
C- The master script is not activated.
D- The IP Office Short Code is not configured under the IP Office Server node.

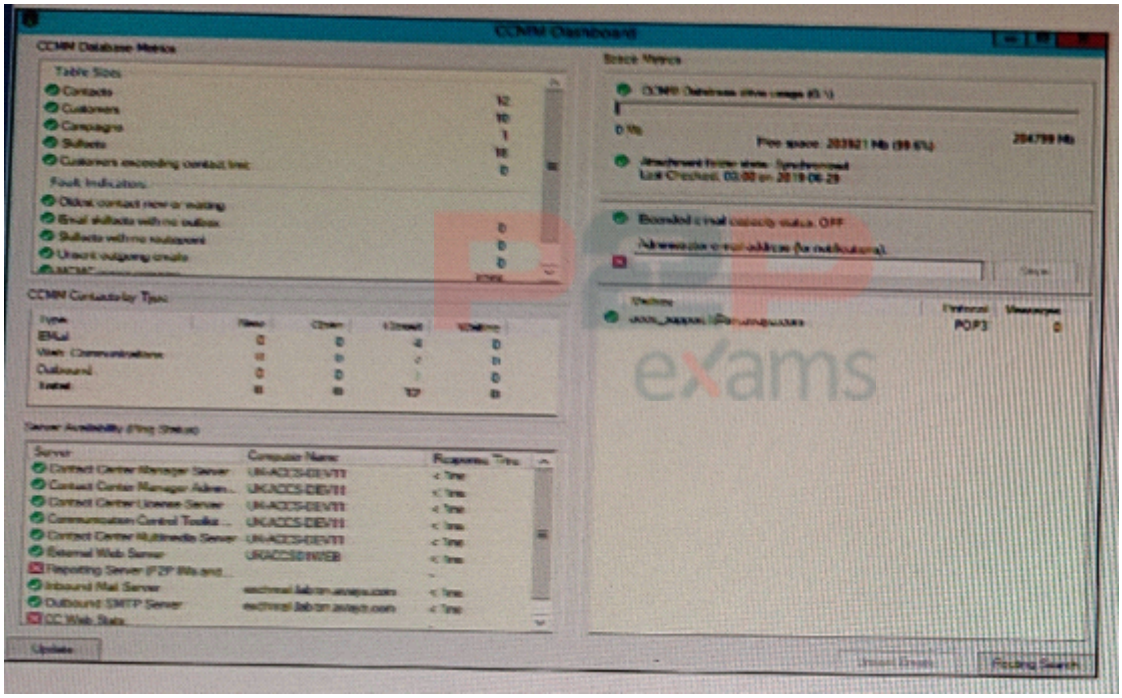
Answer:

A

Question 3

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 4

Question Type: MultipleChoice

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

Options:

A- Contact Center Server Configuration, SIP, Network Settings
B- System Control and Monitor Utility
C- Contact Center Multimedia
D- SIP Gateway Monitor SGM client

Answer:

A

Question 5

Question Type: MultipleChoice

Which Contact Center component was previously using a combination of Active Directory - Lightweight Directory Services (AD-LDS) and Microsoft Access databases?

Options:

A- CCMA
B- CCMS
C- CCMM
D- CCT

Answer:

D

Question 6

Question Type: MultipleChoice

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

Options:

A- WebLM
B- ADMIN
C- CCMA

D- REGISTRY
E- CCT

Answer:

A, C, E

Question 7

Question Type: MultipleChoice

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.)

Options:

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

Answer:

A, C

Question 8

Question Type: MultipleChoice

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:

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

Answer:

C

Question 9

Question Type: MultipleChoice

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

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Options:

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:

A, D

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