Question 1

Which agent application uses the Communication Control Toolkit (CCT) function in Avaya Contact Center Select (ACCS)?

Options:

A- one-X Agent

B- Avaya Communicator

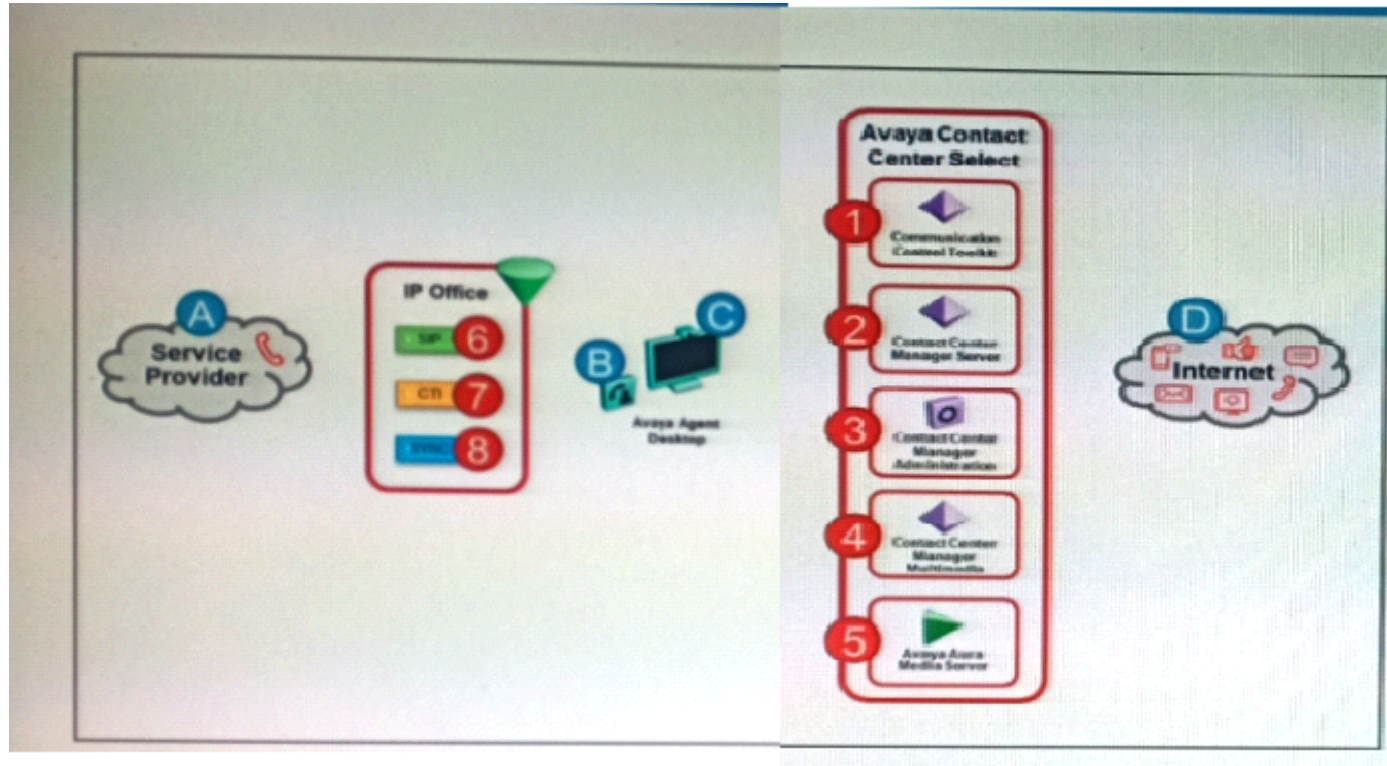**C-** Avaya Agent Desktop

D- Agent Desktop Display

Answer:

B

Question 2

Refer to the exhibit.

How does the Avaya Contact Center Select (ACCS) route contacts based on business logic to supported endpoints?

Options:

A- To IP Office and anchored In IP Office: A-6

B- Through IP Office, controlled by CCMS and routed to the phoneset directly: A-6-2-B

C- Through IP Office, controlled by CCMS and anchored In the Media Server: A-6-2-5

D- Through IP Office, controlled by CCT and anchored In IP Office: A-6-1-7

Answer:

D

Question 3

Question Type: **MultipleChoice**

A customer wants the helpful tool that Is available to create marketing surveys In Avaya Contact Center Select (ACCS).

Which component Is used to create surveys In ACCS?

Options:

A- Outbound Campaign Management Tool

B- Proactive Outreach Manager

C- Communication Control Toolkit

D- Orchestration Designer

A

Question 4

Question Type: MultipleChoice

In Avaya Contact Center Select, from where is social media data loaded Into the agent desktop?

Options:

A- The Contact Center Manager Server database

B- The Contact Center Manager Administration database

C- The Communication Control Toolkit database

D- The Contact Center Multimedia database

Answer:

D

Question 5

A Customer wants to clarify the maximum number of logged-in Agents in his virtualized ACCS with an How many agents can be logged-in to the Agent Desktop at the same time In a High-End solution?

Options:

A- 150

B- 250

C- 350

D- 450

Answer:

A

Question 6

Which two routed contact types are supported In Avaya Contact Center Select (ACCS)? (Choose two.)

Options:

A- Predictive Outbound

B- MMS Text Messages

C- Web Chat

D- Scanned Documents

https://downloads.avaya.com/css/P8/documents/101059091

Answer:

C, D

Question 7

Web Traveling.com is using Outlook with an Exchange server. You have proposed that the customer use the Outlook plug-In.

What does this plug-In do for the users at Web Travellng.com?

Options:

A- It adds Avaya IX Workplace Client functionality to the Outlook window.

B- It adds Outlook access to the Avaya IX Workplace Client for IP Office.

C- it adds Outlook access to the one-X Portal desktop.

D- it adds a subset of one-X Portal functionality to the Outlook window.

Answer:

C

Question 8

Question Type: **MultipleChoice**

Refer to the Scenario: H&H Ticket.

Scenario: H&H Ticket

H&H Ticket is a ticket booking company that wants to replace their aging DEFINITY® system. H&H books tickets for customers for air travel, train travel, as well as, movie and theater tickets.

They are looking for an enhanced contact center solution that accepts multiple channels of communication; including voice and email. Their representatives take bookings in the office and remotely. The representatives need to consult other H&H Ticket associates frequently.

There are six contact center locations; A, B, C, D, E, and F, where they support a follow-the-sun operation. At any one time 3 locations are online. There is a main location with 120 agents, a location who is ending their day and finishing up calls with 40 agents and a location that is starting their day and taking overflow calls with 60 active agents.

They need to have secure, resilient communications since their business is booking tickets which requires payment and must be PCI DSS (payment card industry data security standard) compliance. H&H would like to reuse their present infrastructure which includes: Nutanix, Active Directory and a Wi-Fi network. They are using Microsoft Exchange and Salesforce.com and would be interested in any integration.

The main location has 120 agents, of which 10% are remote/mobile, 5 supervisors, 3 managers, 6 office staff, 4 IT or 138 total users.

Each of the five remote locations has 120 agents, of which 10% are remote/mobile, 5 supervisors, 1 manager, 3 office staff or 129 total users.

For SIP trunking use a ratio of 3 users per session since the users are primarily contact center agents.

H&H Ticket has a single administrator for all their locations. They heard about the User self-administration portal and want to know more about It to determine If this might reduce the number of administration requests they receive.

In addition to the voicemail and profile management, which two additional Items would you tell the customer that users can program themselves? (Choose two.)

Options:

A- Button programming

B- Modify their personal directory.

C- Create personal short codes.

D- Correct their personal entry in the system directory.

Answer:

A, D

Question 9

Question Type: **MultipleChoice**

You are helping a customer learn about Avaya Contact Center Select (ACCS). They want to know about server requirements for an ACCS with Business Continuity.

Which two statements describe the server configurations for IP Office and ACC with Business Continuity?

Options:

A- If the ACCS is using a hardware appliance the IP Office can be virtualized.

B- IP Office and ACCS can be virtualized only using the same VMware host server.

C- If the ACCS is using a hardware appliance the IP Office must be using a hardware appliance.

D- IP Office and ACCS can be virtualized only using separate VMware host servers.

Answer:

A

Question 10

Question Type: MultipleChoice

One of the features of IP Office Server Edition and IP Office Select is Lightweight Directory Access Protocol (LDAP) user synchronization. To support on-going administration, this feature can be used to

In addition to Name, Full Name, and extension, what other field can be synchronized?

Options:

A- Email address

B- Address

C- Job function

D- Organization or group

Answer:

A

Question 11

Question Type: MultipleChoice

In Powered by Offer, when Is Fallback Twinning to an external device provided?

Options:

A- When the mobile device loses contact with the IP Office In the cloud data center

B- When simultaneous mode for the IP Office user is not available

C- When the IP Office phone loses contact with the IP Office In the cloud data center

D- After the mobile device rings an administer-able number of rings.

Answer:

D

Question 12

Question Type: MultipleChoice

Powered by Avaya R3.x supports several different Hypervisors.

What Is the only Hypervisor to support all of the Powered By R3.x applications?

Options:

A- Amazon AWS AMI

B- Microsoft Hyper-V

C- VMware ESXi

D- KVM

Answer:

D