Avaya

78950X Exam

Avaya Contact Center Select Implementation and Maintenance

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Version: 4.0

Question: 1

The administrator needs to use the IP Office Manager to change some SIP settings on the IP Office. Which two steps must be taken to make the change effective? (Choose two.)

A. The IP Office system may require a restart depending on the SIP settings changes.
B. When the IP Office Manager application Is closed, the change will be effective.
C. The administrator must execute the IP Office Manager save   translations command
D. The administrator must save configuration to transfer changes to the IP Office.

Answer: CD

Question: 2

The SIP Domain for the IP Office is set to ukaccslpoll.lab.trn.com.
When administering the IP Office to work with Avaya Contact Center Select (ACCS), which two steps are required? (Choose two.)

A. Verify SIP trunks are available for the ACCS integration.
B. Verify that SIP Registrar Enable is configured in the IP Office VoIP settings.
C. Administer the ACCS system SIP Domain to match the IP Office.
D. Change the IP Office SIP Domain to match the ACCS system.

Answer: BD

Question: 3

Which three applications are included with the IP Office admin suite Installation? (Choose three.)

A. Avaya Grep
B. System Status
C. IP Office Platform Manager
D. IP Office Manager
E. System Monitor

Answer: BDE

Question: 4

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.)

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: AC

Question: 5

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

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: CD

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