

# Avaya

## Exam 3M00030A

**Avaya Contact Center Select (ACCS) Avaya Professional Design  
Specialist (APDS)**

Version: 6.0

**[ Total Questions: 65 ]**

**Question No : 1**

Avaya Contact Center Solutions for IP Office including Avaya IP Office Contact Center and Avaya Contact Center Select are solutions optimized for IP Office software.

- A. True
- B. False

**Answer: A**

**Question No : 2 HOTSPOT**

Match each product to its description. For each description on the left, select the corresponding product from the drop-down list on the right.

Enables businesses to proactively deliver outbound communications and relevant information in a timely fashion, in order to provide consistent, high value customer experiences and improve overall customer lifetime value or CLV.

--Select--

- Avaya IP Office Contact Center
- Avaya Outbound Contact Express
- Avaya Contact Center Select

Is a full-featured solution that delivers simplicity and exceptional value for contact centers with up to 100 agents focused primarily on support.

--Select--

- Avaya IP Office Contact Center
- Avaya Outbound Contact Express
- Avaya Contact Center Select

Is an enterprise-class solution that offers simplicity without compromise, for contact centers with 30 to 250 agents that address the entire customer lifecycle.

--Select--

- Avaya IP Office Contact Center
- Avaya Outbound Contact Express
- Avaya Contact Center Select

**Answer:**

Enables businesses to proactively deliver outbound communications and relevant information in a timely fashion, in order to provide consistent, high value customer experiences and improve overall customer lifetime value or CLV.

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 Avaya IP Office Contact Center  
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--Select--  
 Avaya IP Office Contact Center  
 Avaya Outbound Contact Express  
 Avaya Contact Center Select

### Question No : 3

The Avaya Midmarket portfolio was created for midsize businesses because of which of the following reasons. (Select one.)

- A. Current offers in the Customer Experience Management (former Contact Center) space were too complex and too expensive for some midsize businesses.
- B. Current offers in the Customer Experience Management (former Contact Center) space had no blending of inbound, outbound, and multichannel workflows.
- C. Current offers in the Customer Experience Management (former Contact Center) O space had full-featured multichannel solutions which were of no interest to midsize businesses.
- D. Current offers in the Customer Experience Management (former Contact Center) space had too few deployment options that midsize businesses were looking for.

**Answer: A**

### Question No : 4

Which is an IP Office-based Midmarket contact center solution? (Select one.)

- A. Avaya Aura® Call Center Elite for Midsize Enterprise
- B. Avaya Proactive Contact

- C. Avaya Outbound Contact Express
- D. Avaya Aura® Contact Center

**Answer: B**

Reference:

<http://www.avaya.com/usa/solutions/midmarket-business/>

**Question No : 5**

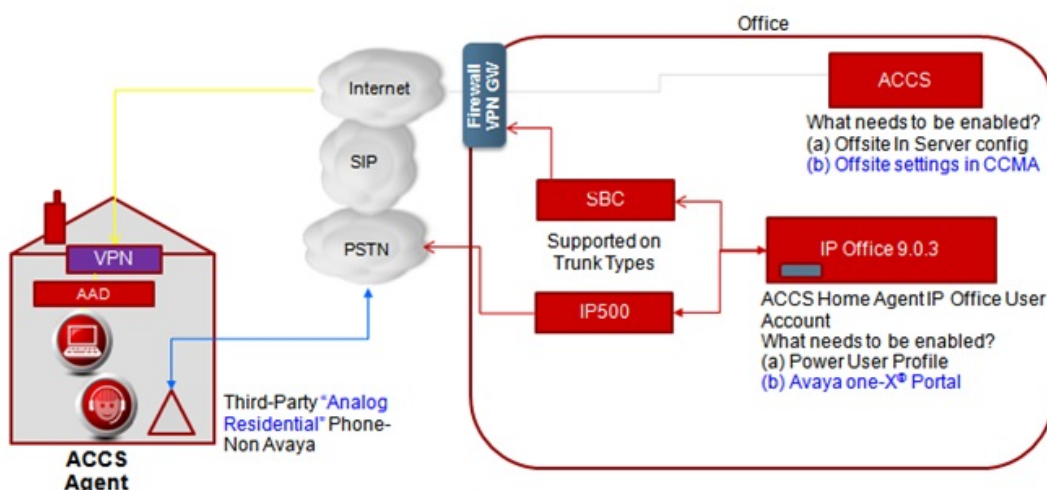
Identify the maximum number of configured agents for all channels on Avaya Contact Center Select. (Select one.)

- A. 100
- B. 500
- C. 1000
- D. 3,000

**Answer: C**

**Question No : 6**

Avaya Contact Center Select (ACCS) supports Home Worker Agent (Telecommuter) scenarios. Which is the scenario depicted in the diagram shown here? (Select one.)



- A. Agent works from home using an Avaya "VPN" Phone as their audio device - Secure Solution
- B. Agent works from home using their "Non Avaya" Phone as their audio device
- C. Agent works from home using an Avaya IP Office "SIP Softphone" as their audio device - Secure Solution

Answer: C

**Question No : 7**

Which statements speak to the value of Avaya Contact Center Select? (Select two.)

- A. It is an enterprise-class solution that offers simplicity without compromise, for contact centers with 30 to 250 agents that address the entire customer lifecycle.
- B. It offers an optimized template proposal for the Midmarket which is scalable up to the enterprise market, and provides one investment stream across all market segments
- C. It is a full-featured solution that delivers simplicity and exceptional value for contact centers with up to 100 agents focused primarily on support.

Answer: B,C

**Question No : 8**

Which of the following describes the Avaya Contact Center Select (ACCS) Ignition Wizard? (Select one.)

- A. An ACCS service that performs one way synchronization of ACCS supervisors and agent accounts with their corresponding IP Office user accounts
- B. The starting point to determine the complete health of the ACCS application in terms of connectivity to IP Office, software health, debug tools, and log tools
- C. A graphical flowchart application to define workflow for all media types in ACCS
- D. A GUI based applications that allows the installer craftsman to capture O customer specific deployment information and then complete the installation and commissioning of ACCS

Answer: D

**Question No : 9**

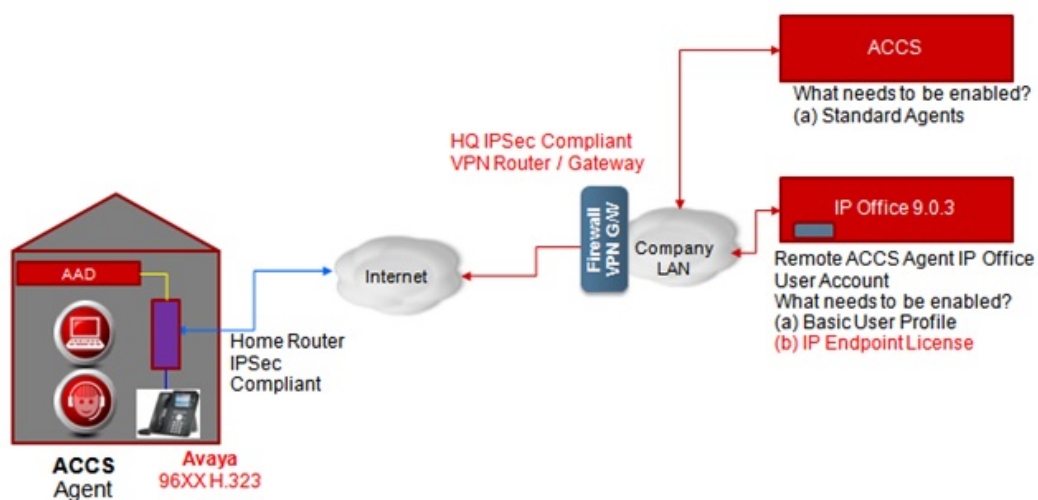
Which are capabilities of Avaya Contact Center Select (ACCS)? (Select four.)

- A. Outbound calling campaigns
- B. Home worker agents
- C. Customer satisfaction surveys
- D. Call recording
- E. Multimedia agents

**Answer: A,B,D,E**

**Question No : 10**

Avaya Contact Center Select (ACCS) supports Home Worker Agent (Telecommuter) scenarios. Which is the scenario depicted in the diagram shown here? (Select one.)



- A. Agent works from home using their "Non Avaya" Phone as their audio device
- B. Agent works from home using an Avaya "VPN" Phone as their audio device - Secure Solution
- C. Agent works from home using an Avaya IP Office "SIP Softphone" as their audio device - Secure Solution

**Answer: C**

**Question No : 11**

With Avaya Contact Center Select running IP Office Server Edition (SE) running on a

DL360 server, what is the maximum number of concurrent multimedia agents? (Click and drag the correct option to the space below.)

Parameter		IPO SE R620	IPO SE DL360	IPO SE DL120	IP500v2 (*)	
					SIP Trunks	TDM Trunks
Incoming customer calls.		375	375	187	45 (90)	45 (60)
Calls in queue to IPO-CC		125	125	62	15 (30)	15 (20)
Calls in progress to active agents		250	250	125	30 (60)	30 (40)
Customer-agent call legs recording		250	250	125	30	30
Additional call recording legs (10%) for consultation calls		25	25	13	0	0
Additional general purpose voicemail channels. This requires that G.711 is used as the codec for >= 90% of all call legs.		75	75	37	10	10
Max BHCC of incoming customer calls, assuming 95% distribution to agents and 50% re-distribution	Supported	5000	5000	2500	600 (1200)	600 (800)
<b>Maximum concurrent voice agents</b>		<b>250</b>	<b>250</b>	<b>125</b>	<b>30 (60)</b>	<b>30 (40)</b>
Maximum concurrent multimedia agents		250 (= max logged-in agents)				
Maximum multimedia capacity		600 WC/hr , 1200 email/hr				
Maximum configured agents (all channels)		1000				
^ (Figures in brackets are applicable where call recording is not in use). Minimum 20% margin on specified BHCC figures.						

- A. 250
- B. 25
- C. 375
- D. 187

**Answer: A**

**Question No : 12**

Which of the following describes the Avaya Contact Center Select (ACCS) Synchronization Service? (Select one.)

- A. An ACCS service that performs one way synchronization of ACCS supervisors and agent accounts with their corresponding IP Office user accounts
- B. A graphical flowchart application to define workflow for all media types in ACCS
- C. The starting point to determine the complete health of the ACCS application in terms of connectivity to IP Office, software health, debug tools, and log tools
- D. A GUI based applications that allows the installer craftsman to capture customer specific deployment information and then complete the installation and commissioning of ACCS

**Answer: A**