# Exam Number/Code:3M00030A

# Exam Name: Avaya Contact Center Select (ACCS) Avaya Professional Design Specialist (APDS)

# Version: Demo

QUESTION: 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: 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-- ▼<br>Avaya IP Office Contact Center<br>Avaya Outbound Contact Express<br>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-- ▼<br>Avaya IP Office Contact Center<br>Avaya Outbound Contact Express<br>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-- ▼<br>Avaya IP Office Contact Center<br>Avaya Outbound Contact Express<br>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. | --Select--<br>Avaya IP Office Contact Center<br>**Avaya Outbound Contact Express**<br>Avaya Contact Center Select |
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QUESTION: 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: 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: 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: 6

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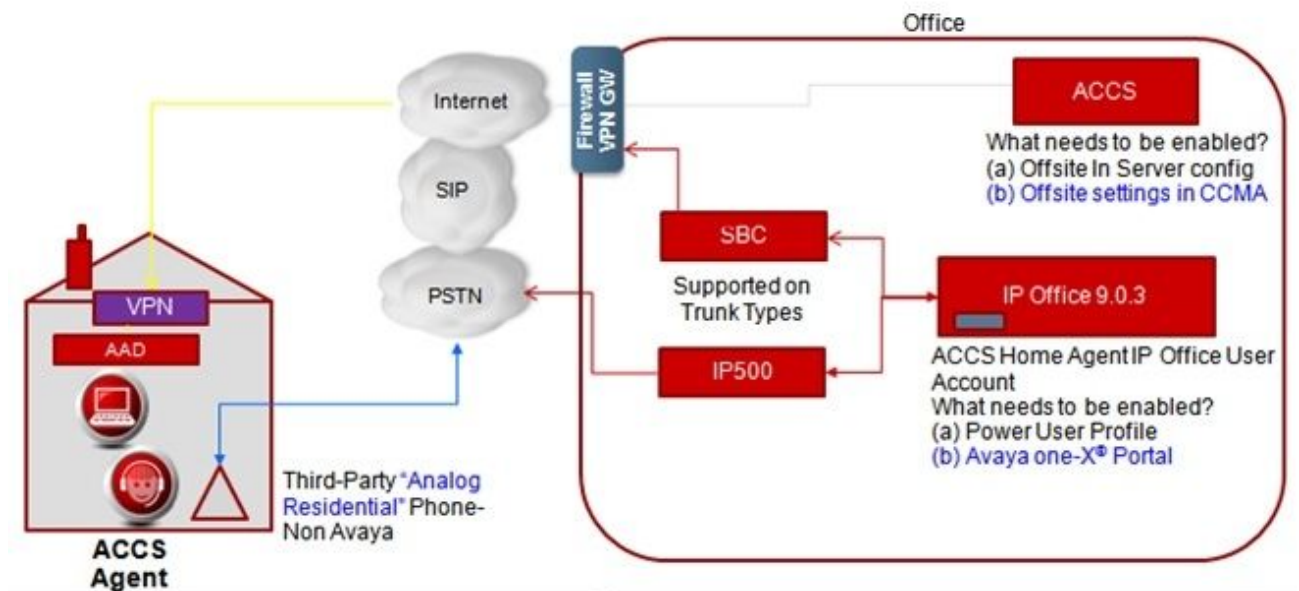


A. Agent works from home using an Avaya "VPN" Phone as their audio device - Secure
Solution
B. Agent works from home using their "Non Avaya" Phone as their audio device
C. Agent works from home using an Avaya IP Office "SIP Softphone" as their audio device

- Secure Solution

Answer: C


QUESTION: 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: 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 craftsperson to capture O customer specific deployment information and then complete the installation and commissioning of ACCS

Answer: D


QUESTION: 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: 10

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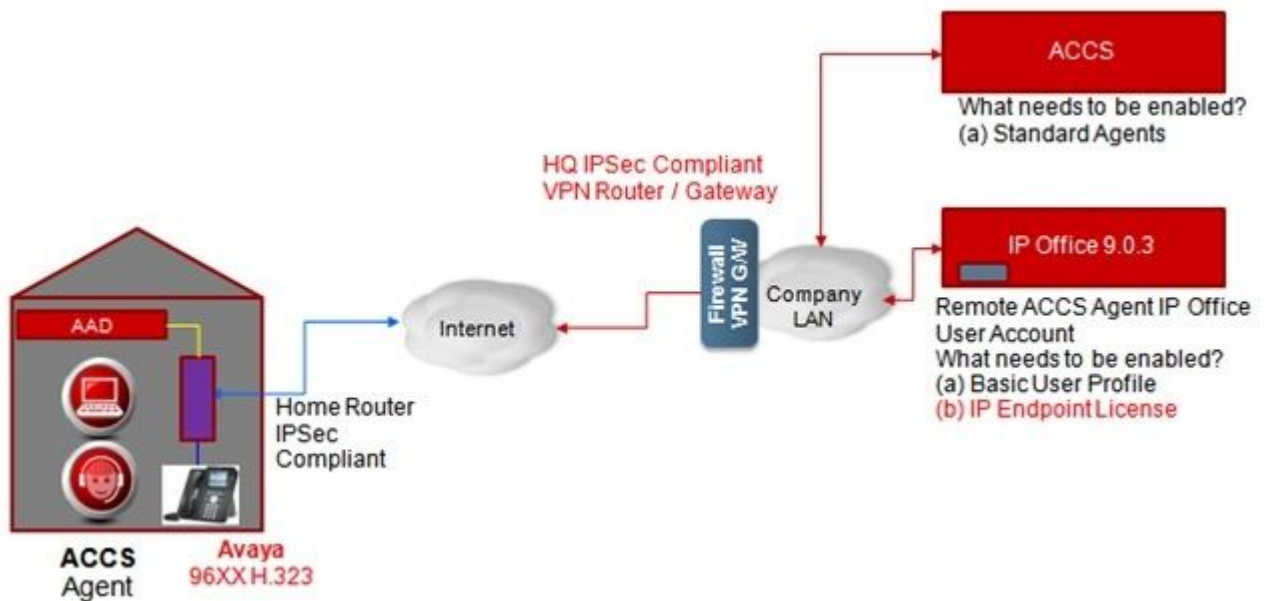


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Answer: C