ISLEVER

920-163

NCSS-Contact Center Manager RIs.6.0
Technical Support

DEMO

https://www.islever.com/920-163.html
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QUESTION NO: 1

You are using the multicast communication method from a Contact Center Manager Administration (CCMA) server to the client PC. You need to configure the Agent Desktop Display Parameters on the CCMA server. Which address do you use for the IP multicast address?

A. the IP send address used in the RTR configuration tool
B. the IP receive address used in the RTR configuration tool
C. the Nortel Server Subnet IP address of the CCMA server
D. the RSM IP address of the CCMA server

Answer: A

QUESTION NO: 2

In order to configure the License Manager on the CCMA, you must enter the Primary LM Server's IP address/port information. This is located in which sub-menu?

A. Server Utility
B. Administrative Tools
C. Manager Administration
D. Configuration

Answer: C

QUESTION NO: 3

When you remove the servers from the warm standby configuration, the system must update the replication configuration data in the active and standby server database. What must you ensure before you remove the servers from the warm standby configuration?

A. There is ample room on the replication server to store the active and standby server databases.
B. You have created a new partition in the replication server with the Database Expansion Utility.
C. The servers for Contact Center Manager Server are connected to the Nortel Server Subnet, and the Sybase SQL service is running on both servers.
D. The servers for Contact Center Manager Server are connected to the Nortel Server Subnet, and the pcAnywhere service is running on both servers.

Answer: C

QUESTION NO: 4

You are in the process of installing a new Contact Center Manager Server (CCMS). You are currently installing Windows Server 2003 Standard Edition and you need to create partitions for the server. Which three statements are true? (Choose three.)

A. The C drive partition must be the only primary partition.
B. There cannot be a D or E partition.
C. The C drive partition must be FAT32.
D. The boot partition must be NTFS.
E. Database partitions must not exceed 32GB in size.

Answer: A,D,E

QUESTION NO: 5

A Contact Center Manager administrator has created an access class that spans multiple servers in a network configuration. On how many servers must the access class properties reside?

A. all of them
B. at least three
C. at least two
D. one

Answer: D

QUESTION NO: 6

You are preparing for a new installation of Contact Center Manager Server (CCMS). The site has 550 agents and Universal Networking enabled. What are the minimum server requirements?

A. Dual 2.8 GHz Intel Xeon
B. Dual 3200 MHz Opterons
C. 3 GHz Intel Pentium 4
D. Dual 2 GHz Intel Centrino

Answer: A

QUESTION NO: 7

Due to an organizational realignment, a supervisor has gained 22 new employees. How can they be added to Contact Center Manager Server quickly?

A. by importing an HTML file downloaded from the Nortel website

B. by importing a tabulated Word file

C. by importing a comma separated value file

D. by importing an Excel workbook

Answer: C

QUESTION NO: 8

In Contact Center Manager, you can create the following: ? script variables ? all system resources (such as RAN routes, music routes, voice ports, CDNs, IVR-DNs) ? call treatments What else must be configured prior to creating a script? (Choose two.)

A. access classes

B. partitions

C. agents

D. skill sets

Answer: C,D

QUESTION NO: 9

A customer reports that Agent Desktop Displays (ADDs) and Real Time Displays (RTDs) do not function. Which tool can you use on a Contact Center Manager Server (CCMS) Rls. 6.0 to verify that multicast data is being sent out over the network?

A. Ping

B. RsmCfg.exe

C. MRcv.exe

D. MulticastCtrl.exe

Answer: C

QUESTION NO: 10

You need to add a newly configured Contact Center Manager Server (CCMS), but you have to change the default server's password first. How would you do this?

A. Access the CCMS Utility to log on to the new server and change the password.

B. Access the dd Server?sub-menu under the Configuration component and change the password. Access the ?dd Server?sub-menu under the Configuration component and change the password.