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920-164

NCSS-Contact Center Manager RIs6.0 I & M

DEMO

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QUESTION NO: 1

Which hard disk configurations in the Contact Center Manager Server (CCMS) would provide the most resilient installation?

- A. a single hard disk with a tape backup
- B. a storage area network (SAN) installation
- C. two SCSI hard disks configured for RAID 1
- D. dual IDE 80 GB hard disks

Answer: C

QUESTION NO: 2

During the installation of a new co-resident Contact Center Manager Administration (CCMA) and Contact Center Manager Server (CCMS), you are to install pcAnywhere for your remote access support. During the configuration of pcAnywhere you receive a message saying that you do not have the rights to create a new caller. What should your next step be?

- A. Configure Microsoft remote desktop connection as an alternative.
- B. Change the windows user access rights for pcAnywhere files.
- C. Verify the video drivers against your pcAnywhere requirements.
- D. Contact Nortel technical support for assistance.

Answer: B

QUESTION NO: 3

A system administrator is in the process of preparing a Windows 2003 server for Contact Center Manager Server (CCMS) which will also include License Manager and Server Utility. During the process of installing pcAnywhere 11.5, the following error message is encountered: cAnywhere detected and fixed a display driver problem. Please restart your computer to allow the change to take effect.? ?cAnywhere detected and fixed a display driver problem. Please restart your computer to allow the change to take effect.? What should the system administrator do to correct this situation?

- A. The system administrator should purchase a more up-to-date video card for the server.
- B. Uninstall pcAnywhere, update the display driver and reinstall pcAnywhere.
- C. No extra effort is required. The pcAnywhere software will correct the problem automatically.
- D. A second attempt should be made to reinstall the pcAnywhere software. It should install correctly on the second attempt.

Answer: B

QUESTION NO: 4

Historical reports help customers monitor the system performance by providing information on system activity. A customer with a Contact Center Manager (CCM) RIs. 6.0 system requests that you allow users who belong to the same team to share customized reports. Which actions should you perform via Contact Center Manager Administration (CCMA) to meet their request?

- A. Use Partition Management to place the users in their own cluster and include the custom cluster in the partition assigned to the agents.
- B. Create custom report groups in Access and Partition Management and include the custom groups in the partition assigned to the agents.
- C. Create custom report groups in Access and Partition Management and include the custom groups in the partition assigned to the users.
- D. Use Access Classes to place the users in their own cluster and include the custom cluster in the partition assigned to the administrator.

Answer: C

QUESTION NO: 5

A system administrator has completed the installation of Contact Center Manager Administration (CCMA) software on a fully prepared Windows 2003 server. The administrator is not able to establish a connection to the Contact Center Manager Server (CCMS). What is the first step to troubleshoot the problem?

- A. Change the network interface card in the CCMA.
- B. Add the CCMS and CCMA software to a domain.
- C. Ping the CCMS from CCMA.
- D. Reinstall CCMA.

Answer: C

QUESTION NO: 6

A customer has Contact Center Manager Server (CCMS) and is installing Contact Center Manager Administration (CCMA) to operate on a Windows 2003 Server. Before installing CCMA, a decision must be made on the type of server the CCMA will be and how it will be configured within the customer's existing domain. What does Nortel recommend?

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- A. a web site on the main customer web site
 - B. a virtual directory on an existing web site
 - C. the default web site on the application server
 - D. a direct link to the DNS server

Answer: C

QUESTION NO: 7

You have installed Internet Explorer 6.0 and Service Pack 1 on all client PCs. In order for Contact Center Manager Administration (CCMA) to function normally, certain parameters must be set except one. Which parameter is NOT required to be set?

- A. Enable SSL certificates.
- B. Disable all cookies.
- C. Disable all pop-up blockers.
- D. Configure the CCMA server as a trusted site.

Answer: A

QUESTION NO: 8

Contact Center Manager Administration (CCMA) has been configured. You are unable to login to Agent Desktop Display. What should you verify first to ensure proper operation?

- A. IceRTDService is up and running on the Contact Center Manager Server (CCM S) .
- B. Real-time Statistics Multicast (RSM) service is up and running on CCMA server.
- C. IIS is running on CCMA server.
- D. Data is going to the client PC by using the IceRTDTrace.exe tool

Answer: D

QUESTION NO: 9

You are attending a Contact Center Manager Server (CCMS) pre-installation meeting. The customer asks a question about the configuration of the server prior to the installation date. Which service must be installed on the server prior to performing the (CCMS) installation?

- A. Simple Network Management Protocol (SNMP)
- B. Dynamic Host Configuration Protocol (DHCP)
- C. Terminal Services