920-165

NCDS-Contact Center Ris.6.0 Exam

DEMO

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QUESTION NO: 1

The Contact Center Manager Server acquires dedicated CallPilot ports for feature interaction. What features are calculated to determine the appropriate number of dedicated ports?

A. Give IVR ports + Collection of Digits ports + Broadcast Announcement ports
B. Give IVR ports + RAN ports
C. Give IVR ports + Collection of Digits ports
D. Broadcast Announcements ports + Collection of Digits ports

Answer: A

QUESTION NO: 2

A customer has Contact Center Manager Rls. 6.0 installed. The customer refuses to use modems for remote support, because of security concerns, and plans to implement a VPN-based technology solution for remote access to the Contact Center Manager Server. What is the VPN-based technology recommended by Nortel?

A. any third-party technology in a host-to-gateway configuration
B. any third-party technology in a host-to-host configuration
C. a technology based on the Contivity 1100 (as a minimum) in a host-to-host configuration
D. a technology based on the Contivity 1100 (as a minimum) in a host-to-gateway configuration

Answer: D

QUESTION NO: 3

A very large corporate customer knows the maximum number of skillsets for Contact Center Manager Server is 1000. This customer wants to configure all 1000 skillsets. What must the customer understand before doing this?

A. The system has 32 predefined skillsets so only 968 are available to define.
B. The system has 4 predefined skillsets so only 996 are available to define.
C. The system has 16 predefined skillsets so only 986 are available to define.
D. The system has 8 predefined skillsets so only 992 are available to define.

Answer: B

QUESTION NO: 4

A customer with a Communication Server (CS) 1000M Rls. 3.0 switch and Contact Center Manager (CCM) Rls. 6.0 is considering installing a Contact Center Multimedia server. The customer is concerned that agent PCs might also have to be upgraded. Which two types of OS software are the minimum needed on the agent PCs for them to be supported? (Choose two.)

A. Windows XP with Service Pack 2
B. Windows 2000 Data Center Edition
C. Windows 2000 with Service Pack 4
D. Windows 98b

Answer: A,C

QUESTION NO: 5

Your client has a problem that appears to have occurred with an upgrade from Communication Control Toolkit (CCT) Rls. 5.0 on Windows 2000 to CCT Rls. 6.0 on Windows 2003 server with the self-service option. Users now have no access to ACD and agent functions. Why did this happen?

A. The wrong option was selected in the Choose Connectivity Configuration window of the CCT Rls. 6.0 installation program (i.e. connect to Manager Server or connect to switch).
B. You cannot upgrade successfully from CCT Rls 5.0 on Windows 2000 to CCT Rls. 6.0 on Windows 2003.
C. There are insufficient resources on the server.
D. This is a network connectivity problem.

Answer: A

QUESTION NO: 6

Your customer requires Contact Center Manager Server (CCMS) Network Enabled Voice Agents. To accomplish this, what does the customer need?

A. Advanced Call Center (Level 3A)
B. Advanced Call Center (Level 3)
C. Networked ACD ISM (Level 4)
D. Networked ACD ISM (Level 2)

Answer: C

QUESTION NO: 7

A customer has an environment that contains a Meridian 1 Rls. 25.40b, Symposium Call Center Server (SCCS) Rls. 5.0, TAPI Service Provider Rls. 3.0, and Symposium Agent Rls. 2.3. Other than the servers and software, what else is required to upgrade the environment to Contact Center 6.0?

A. Each agent must have at least one valid skill assigned with a priority.
B. Each Agent desktop must be upgraded to use Communication Control Toolkit Reference Client.
C. The Meridian switch must be upgraded with a signaling server.
D. Each telephone must be upgraded to an IP phone.

Answer: B

QUESTION NO: 8

Your customer is upgrading to Contact Center Manager Server (CCMS) and currently has 50 active Symposium Call Center Server (SCCS) agents. What is the minimum number of agents needed in order to provide the current level of support?

A. 50
B. 0
C. 10
D. 15

Answer: A

QUESTION NO: 9

Your client has just installed Contact Center Manager Server (CCMS). Certain processes must be followed to make changes to an in-service application. Which two statements are true. (Choose two.)

A. Server Utility is selectively installed on CCMS.
B. Only registered users can make application changes.
C. You must backup all data and perform a complete re-install of the server before making application changes.
D. You can run the Contact Center Server Utility to make application changes.

Answer: A,D

QUESTION NO: 10