920-166

NCSS-Contact Center Multimedia Ris.6.0

DEMO

QUESTION NO: 1

You need to identify which platform meets your company's needs based on the capacity requirements for your contact center. Wh ich tool should you use to determine this?

A. the Windows CapTool utility
B. the CapTool.exe utility located on the support tools CD
C. the Help Tool on the technical support web site
D. the Capacity Assessment Tool on the Partner Information Center (PIC) web site

Answer: D

QUESTION NO: 2

You are having trouble with various services on the Communications Control Toolkit Server. You suspect that the problem might be timeout issues. For which three events can you configure timeout values? (Choose three.)

A. The length of time that Symposium TAPI SP waits to terminate a call. (The default and minimum value is 5 seconds.)
B. The length of time that Symposium TAPI SP waits for a command response before generating an error. (The default and minimum value is 5 seconds.)
C. The length of time that Symposium TAPI SP waits to originate a call. (The default and minimum value is 5 seconds.)
D. The length of time that Symposium TAPI SP waits for shutdown to be completed before generating an error. (The default value and minimum value is 32 seconds.)
E. The length of time that Nortel TAPI SP waits to establish communication with the switch before generating an error. (The default and minimum value is 32 seconds.)

Answer: B,D,E

QUESTION NO: 3

You are currently installing the Contact Center License Manager and have been asked for the license file. You are given two options to provide it. What are two ways to provide the license? (Choose two.)

A. Enter the location by typing in a text box.
B. Insert the license file floppy in drive A:.
C. Browse to the location.
D. Insert the license file CD-ROM.

Answer: A,C

QUESTION NO: 4

You have installed a Communication Control Toolkit (CCT) server and need to download information from the Meridian 1 / Communication server. Which utility would you use to connect to the switch, to download that information?

A. pcAnywhere
B. Remote Desktop
C. HyperTerminal
D. FTP

Answer: C

QUESTION NO: 5

On the client, the Application Control Interface API provides a set of interfaces collectively known as the Full Communication Control Toolkit API. Which three client APIs are provided with the toolkit? (Choose three.)

A. Simplified
B. IPML Connector
C. Contact Manager Framework
D. Graphical
E. Full (CCT.DLL)

Answer: A,D,E

QUESTION NO: 6

You need to upgrade your server hardware and want to meet the minimum requirements that Nortel recommends. Which three processors are supported? (Choose three.)

A. Intel Pentium III
B. Intel Pentium III Xeon
C. Quad Intel Xeon MP
D. UNIX server
E. Intel Pentium IV

Answer: B,C,E

QUESTION NO: 7

E-mail server contacts are retrieved from a POP3 capable e-mail server using the Inbound Message Handler (IMH). The IMH runs at regular intervals. Which two settings for the IMH can be configured through the Multimedia Manager? (Choose two.)

A. moving window or interval-to-date data collection for the agent statistics group
B. the time between intervals
C. number of e-mails retrieved from each mailbox during each run
D. email message response threshold

Answer: B,C

QUESTION NO: 8

You are in the process of installing the multi-language support version of the Contact Center Agent Desktop client software on a client PC. There are several applications that are also installed on the server to which you will connect. Which three applications will restrict you to just the English version of Agent Desktop? (Choose three.)

A. Manager Administrator
B. Multimedia Database
C. Multimedia Administrator
D. Manager Server
E. Configuration Tool

Answer: A,D,E

QUESTION NO: 9

Your customer would like to upgrade their system with Communication Control Toolkit 6.0 (CCT). However, they do not know enough about the new features of CCT new features to make an informed decision. What is NOT a new feature in CCT?

A. Co-residency with CCMS is allowed
B. Remote Administration Utility
C. Supports Open Queue interaction
D. CCT allows third-party PBXs

Answer: D