

ISLEVER

920-167

NCSS-Contact Center RIS.6.0 Application

Developer

DEMO

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QUESTION NO: 1

Your customer uses Contact Center Manager Server RIs. 6.0 and wants to understand the effect on a call when a blind transfer occurs. The call variables change. What is the change?

- A. Two sets of call variable are generated.
- B. The call variables become invalid.
- C. The call variables are lost.
- D. The call variables of the original call are combined with the consultative call.

Answer: D

QUESTION NO: 2

Your customer has Contact Center Multimedia RIs. 6.0. The customer is requesting more information on the Outbound Campaign Management Tool, specifically its main functions. What are three functions of the tool? (Choose three.)

- A. Review agent performance.
- B. Review outbound call data.
- C. Define a campaign.
- D. Define the main functions.
- E. Review campaigns.

Answer: B,C,E

QUESTION NO: 3

Your customer has Contact Center Manager Server RIs. 6.0 and wants to notify the caller if his or her call is redirected for some reason. What would be the script syntax for this?

- A. ROUTE CALL
- B. REDIRECTED
- C. QUEUED
- D. OUT OF SERVICE

Answer: A

QUESTION NO: 4

Consider this portion of a script in Contact Center Manager Server RIs. 6.0: ASSIGN 123 TO provider_id_cv ASSIGN x to sql_cv ASSIGN "DEFAULT" TO sqlrespo_cv SEND REQUEST

provider_id_cv sql_cv, CLID GET RESPONSE provider_id_cv sqlresp_cv, agent_id_cv What is the call variable type for sql_cv?

- A. Integer
- B. String
- C. CLID
- D. Boolean

Answer: A

QUESTION NO: 5

A customer is running Contact Center Manager Server (CCMS) Rls. 6.0 and CallPilot. CCMS scripts use voice segments which are recorded or imported in Application Builder. Which CCMS service is responsible for the initial notification of CallPilot for the call that requires the access link protocol?

- A. VSM
- B. TFE
- C. MLSM
- D. ASM

Answer: C

QUESTION NO: 6

Which entry is part of the user-defined Contact Center Manager Server Rls. 6.0 report header?

- A. company name
- B. report page number
- C. administrator's name
- D. print date/time

Answer: A

QUESTION NO: 7

A developer has been using QUEUED and OUT OF SERVICE intrinsics for his/her Contact Center Manager Server Rls. 6.0 applications. The developer is now tasked with designing scripts for Network ACD. Which system intrinsics should the developer use?

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- A. PRIORITY IN QUEUE and AGE OF CALL
 - B. QUEUED and OUT OF SERVICE
 - C. POSITION IN QUEUE and AGE OF CALL
 - D. PRIORITY IN QUEUE and IDLE AGENT COUNT

Answer: A

QUESTION NO: 8

A Contact Center Manager Server RIs. 6.0 customer wants to configure real-time display on Contact Center Manager Administration RIs. 6.0. What is Nortel's recommended minimum refresh rate for agent real-time display?

- A. 2 seconds
- B. 6 seconds
- C. 0.5 seconds
- D. 5 seconds

Answer: A

QUESTION NO: 9

A customer has Contact Center Manager Server RIs. 6.0 deployed on three nodes and Contact Center Manager Administration RIs. 6.0 that is used for managing all nodes and Network Control Center (NCC). The customer just recovered from a WAN failure and needs to run a manual synchronization between NCC and all of the nodes. What is the utility for running manual synchronization on NCC?

- A. Database utility
- B. NBConfig utility
- C. Configuration utility
- D. Sync utility

Answer: B

QUESTION NO: 10

A customer has Contact Center Manager Server RIs. 6.0. Which script is not a correct use of the CONFERENCED intrinsic?

- A. WHERE CALL CONFERENCED THEN QUEUE TO SKILLSET <skillset> END WHERE