

QUESTIONS & ANSWERS

Kill your exam at first Attempt



Nortel

920-163

Contact Center Manager Rls.6.0 Technical Support

Answer: B

QUESTION: 56

Your customer completed the installation, and needs to select a Contact Center Manager Server (CCMS) package. They are installing a Corporate package (C) and are using a CS1000/Meridian 1 switch. What information do they need to enter next?

- A. the default port number
- B. the serial number of the switch
- C. the ELAN Subnet IP of the switch
- D. the license number that has been generated

Answer: B

QUESTION: 57

A medical equipment manufacturer is currently running Symposium Call Center Server (SCCS) Rls. 4.0. The System Administrator wants to upgrade to Contact Center Manager Server (CCMS) Rls. 6.0. What is the supported upgrade path?

- A. Upgrade to Rls. 4.2, then upgrade to Rls. 6.0.
- B. Upgrade to Rls. 5.0, then upgrade to Rls. 6.0.
- C. Upgrade to Rls. 4.5, then upgrade to Rls. 6.0.
- D. Upgrade directly from SCCS Rls. 4.0 to CCMS Rls. 6.0.

Answer: B

QUESTION: 58

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

Answer: A, D, E

QUESTION: 59

A customer is interested in the Access and Partition Management component of Contact

Center Manager Server (CCMS) Rls. 6.0. For this, the customer needs the capabilities of standard partitions. Which two statements about partitions are true? (Choose two.)

- A. A user can view all agents in CCMS.
- B. Standard partitions are static and must be manually updated.
- C. A user who is assigned the All Agents Partition can see the agent.
- D. Standard partitions enable administrators to automatically assign all data.

Answer: C, D

QUESTION: 60

Your customer has a Symposium Call Center Server (SCCS) Rls. 5.0 and is concerned that Contact Center Manager Server (CCMS) Rls. 6.0 has features that are not backward compatible. Which two processes must be migrated prior to upgrading, so that their Classic Client data will function properly? (Choose two.)

- A. Boxed daily reports
- B. Agent uptime reports
- C. Scheduled assignments
- D. Scheduled historical reports

Answer: C, D

QUESTION: 61

Your customer wants to be able to do the following: ? present outbound campaign calls ? display customer details ? call scripts ? allow preview auto-dial ? call rescheduling ? save disposition codes and results Which integrated outbound component does this?

- A. Contact Center Agent Desktop
- B. Contact Center Manager Server Utility
- C. Outbound Campaign Management Tool
- D. Contact Center Manager Client Launchpad

Answer: A

QUESTION: 62

Your customer is interested in Contact Center Manager Server (CCMS) Rls. 6.0 feature licenses, with the expectation that the feature licenses will give the company system more flexibility. Which two are feature licenses that are integrated into CCMS Rls. 6.0? (Choose two.)

- A. Open Networking
- B. Packaged Reports
- C. Proprietary Networking
- D. Report Creation Wizard

Answer: A, D

QUESTION: 63

Your customer has installed Contact Center Manager Server (CCMS) Rls. 6.0. The administrator is learning to use the various tools, including the Outbound Campaign Management Tool. What are two capabilities of the Outbound Campaign Management Tool? (Choose two.)

- A. Import contact data.
- B. Adjust campaign results.
- C. Define campaign parameters.
- D. Use pre-scripted agent parameters.

Answer: A, C

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