

QUESTIONS & ANSWERS

Kill your exam at first Attempt



Nortel

920-196

BCM 50/200/400 Sales Engineering

QUESTION: 58

A customer has Call Center and wants to upgrade with the BCM 4.0 to the Intelligent Contact Center. They have 168 agents configured on the system and are concerned that they might have too many agents to convert to the new platform. How many agents (configured) can be converted to Intelligent Contact Center?

- A. up to 80 agents
- B. up to 150 agents
- C. up to 200 agents
- D. up to 250 agents
- E. up to 300 agents

Answer: D

QUESTION: 59

A customer has installed the BCM 400 with BCM 4.0 software. Occasionally they need to make ad-hoc conference calls. What is the limit of participants on the ad-hoc conference call?

- A. 32 simultaneous participants
- B. 40 simultaneous participants
- C. 80 simultaneous participants
- D. 96 simultaneous participants

Answer: B

QUESTION: 60

A client has a BCM 4.0 with the SIP enhancement. By recently purchasing a company, they have now added 2 additional locations to their system with different servers and telephony platforms.

Which two call servers are supported? (Choose two.)

- A. the SL 100
- B. the CS 1000
- C. the MCS 5100
- D. the Meridian 1 Option 11C

Answer: B, C

QUESTION: 61

A BCM 4.0 customer wants to handle their own telephone set programming. They want the method they use to be very simple. Assuming the customer orders the required authorization code, which application can be downloaded from the BCM Web page that will meet these requirements?

- A. BCM Monitor
- B. CallPilot Manager
- C. Desktop Assistant Pro
- D. GUI Interface Assistant

Answer: C

QUESTION: 62

A customer has installed the BCM50 with Rls. 2 software. Occasionally they need to make conference calls involving several people from different locations. What is the limit of participants on the Rls. 2 conference call?

- A. 12-party conferencing
- B. 18-party conferencing
- C. 40-party conferencing
- D. 60-party conferencing

Answer: B

QUESTION: 63

A client has a BCM 4.0 with the SIP enhancement. By recently purchasing a company, they have

now added 2 additional locations to their system with BCM50 Rls. 2.0 platforms. Which feature set is supported with SIP trunking?

- A. the SIP feature set
- B. the VoIP feature set
- C. the H323 feature set
- D. the MCDN feature set

Answer: D

QUESTION: 64

A BCM 4.0 customer has an application where a group of people are responsible for one mailbox. The customer wants to have message waiting on all stations for this mailbox. What is the maximum number of alternate stations?

- A. 1
- B. 3
- C. 5
- D. 9

Answer: C

QUESTION: 65

A customer wants to use Intelligent Contact Center for some multimedia functions. Their system must be enhanced to support multimedia. Which statement about multimedia is true?

- A. Multimedia is included but limited.
- B. Multimedia must be enabled with keycode.
- C. Multimedia is basic and expandable with keycode.
- D. Multimedia must be included with the new software.

Answer: B

For More exams visit <https://killexams.com> -



KILLEXAMS.COM

Kill your exam at First Attempt....Guaranteed!