

QUESTIONS & ANSWERS

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Nortel

920-178

Nortel Contact Center Rls. 7.0 Sales(R) Engineering

<https://killexams.com/pass4sure/exam-detail/920-178>



QUESTION: 49

A customer wants to configure Call Recording and Quality Monitoring (CRQM) server details in Contact Center Manager Administration (CCMA) CRQM Server Details configuration is accessed under which CCMA Launchpad option?

- A. Call Recording and Quality Monitoring
- B. Access & Partition Management
- C. Configuration
- D. Contact Center Management

Answer: C

QUESTION: 50

A customer wants to configure Call Recording and Quality Monitoring (CRQM) applications in Contact Center Manager Administration (CCMA) Access to the CRQM links in CCMA is controlled through?

- A. User Administration in Call Recording and Quality Monitoring
- B. User Administration in Access & Partition Management
- C. User Administration in Configuration
- D. User Administration in Contact Center Management

Answer: B

QUESTION: 51

A customer has implemented a Contact Center RIs. 7.0 solution and needs to provide automated voice services, such as automated attendant, for incoming callers. Which additional Nortel component or product will provide this functionality?

- A. CallPilot
- B. Symposium Agent
- C. Call Recording and Quality Monitoring
- D. Contact Center Agent Desktop

Answer: A

QUESTION: 52

A customer has a new call center using a Contact Center Manager Server. They want to take full advantage of the Outbound Campaign Management Tool. How many simultaneous outbound campaigns can the Outbound Campaign Management Tool support?

- A. 100
- B. 600
- C. 2500
- D. 5000

Answer: A

QUESTION: 53

A customer wants to record all contacts for future playback. The company requires the recordings be stored for five years to comply with internal retention policies. What would you recommend that the customer use for optimal retrieval and management of recordings?

- A. Viewer
- B. Network drive
- C. Archive Manager
- D. CR-IP and CR-TDM server and transfer to a network drive monthly

Answer: C

QUESTION: 54

A customer has implemented a Contact Center RIs. 7.0 solution and needs to analyze contacts and ensure quality agent performance. Which additional Nortel component or product will provide this functionality?

- A. Agent Greeting
- B. Contact Center Agent Desktop
- C. Contact Recording and Quality Monitoring
- D. Symposium Agent

Answer: C

QUESTION: 55

A customer has a specific requirement for reports to be a part of their main system rather than an external reporting system. Which two types of report templates can be created and imported into the Contact Center Manager Administration? (Choose two.)

- A. Crystal Reports
- B. CCMIS reports
- C. Report Creation Wizard reports
- D. any ODBC/SQL compliant reports

Answer: A,C

QUESTION: 56

A customer has 600 agents and a peak call rate of 12,000 calls per hour. The customer has no Open Queue and no Universal Networking What should the minimum CPU speed be to support a standalone Contact Center Manager Server?

- A. Intel Xeon 1.5 GHz
- B. Intel Xeon 3.0 GHz
- C. Dual Xeon 2.0 GHz
- D. Intel Xeon 4.0 GHz

Answer: C

QUESTION: 57

Based upon the actual configuration of the Communication Server (CS) 1000, what is the maximum number of Recorded Announcement (RAN) routes supported by the Contact Center Manager Server (CCMS)?

- A. 240
- B. 512
- C. 750
- D. 3,000

Answer: B

QUESTION: 58

A prospective customer inquires about the capability of Contact Center Manager Server to provide current agent information to supervisors. Your answer includes an

explanation of the minimum and maximum refresh rates. Assuming a standalone configuration, in seconds, what is the minimum refresh rate of agent information?

- A. 0.5
- B. 1.5
- C. 2
- D. 5

Answer: A

QUESTION: 59

A customer is expecting to reuse a decommissioned server to run Contact Center Manager Server (CCMS). The customer has expressed some concerns about being able to maintain an average CPU usage level required to have optimal performance if their business increases. Which recommendation would you make to reduce the CPU load on the CCMS server?

- A. Use unicasting instead of multicasting for data transmission.
- B. Schedule large reports to be printed into file.
- C. Configure Real-Time Display (RTD) to use a slower refresh rate.
- D. Perform backup/restore procedures on the network.

Answer: C

QUESTION: 60

A customer has Communication Control Toolkit (CCT) installed. Which Microsoft-defined application program interface (API) is used for CCT to support softphone control on the agent's desktop?

- A. DCOM
- B. SOAP
- C. ActiveX control
- D. .NET

Answer: D

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