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# 920-167

## Nortel

*Contact Center RIS.6.0 Application Developer*

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**QUESTION 1:**

Certkiller .com has Contact Center Manager Server Rls. 6.0. As standard practice when structuring the Master Script for Transfer, which action should be applied?

- A. Do NOT use separate section for calls being transferred back into Controlled Directory Number (CDN) by live agent.
- B. Make sure that there is NO Wait statement when using the Transferred command.
- C. Use a separate section for new calls entering the Master Script for the first time.
- D. Do NOT use separate section for calls being transferred back into CDN from Interactive Voice Response (IVR).

Answer: C

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**QUESTION 2:**

Certkiller .com is using Contact Center Manager Server Rls. 6.0. What is the Network Automatic Call Distribution (ACD) configuration requirement for all network nodes?

- A. Networking parameters for ISDN and ESN must be unique for each node or switch in the system with respect to Network ACD.
- B. Networking parameters for ESN must be consistent throughout all nodes or switches in the system with respect to Network ACD.
- C. Networking parameters for ISDN and ESN must be consistent throughout all nodes or switches in the system with respect to Network ACD.
- D. Networking parameters for ISDN must be consistent throughout all nodes or switches in the system with respect to Network ACD.

Answer: C

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**QUESTION 3:**

You are installing a Contact Center Manager Server (CCMS). The scripting for the Meridian M1 has some treatment requirements. These treatments can be given any time a call is in the Controlled Directory Number Queue. What are the two treatments? (Choose two.)

- A. Route Call
- B. Disconnect
- C. Give Overflow
- D. Give Busy

Answer: C,D

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