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920-174

Nortel

Nortel Contact Center Manager Rls. 7.0 Install and Config

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QUESTION: 1

To ensure resiliency, a call center system administrator has been tasked to add an additional licensing server to the network. In which configuration will the additional licensing server typically work?

- A. when the standby license manager is configured in a Nodal licensing environment
- B. when the system administrator manually selects a licensing server
- C. when the two licensing servers are configured for agent license load balancing
- D. when the two licensing servers operate in a hot standby configuration

Answer: A

QUESTION: 2

You are installing Contact Center Manager Server (CCMS), License Manager, and the Server Utility. Which task does the Server Utility let you perform?

- A. perform a database integrity check
- B. alarms and events configuration
- C. configure Contact Center Manager Server for database backup to tape
- D. configure a Contact Center Manager Server standby server

Answer: B

QUESTION: 3

Some segments in the network can use only unicasting for transmitting data. When configuring unicasting, how can you line network bandwidth usage?

- A. In the Output Pate box, type the maximum number of simultaneous outputs that you want the server to allow.
- B. In the Output Pate box. type the minimum number of simultaneous outputs that you want the server to allow.
- C. In the Maximum unicast Sessions box, type the maximum number of simultaneous unicast sessions that you want the server to allow.
- D. In the Minimum unicast Sessions box, type the minimum number of simultaneous unicast sessions that you want the server to allow.

Answer: C

QUESTION: 4

You are configuring a Nortel Communication Server 1000 to support Contact Center Manager Server. Which name can you enter as a valid name for the Communication Server 1000?

- A. Toronto2
- B. 2Toronto
- C. Toronto2_
- D. Toronto 2

Answer: A

QUESTION: 5

You have been asked to activate Agent Desktop Display functionality in the Call Center. Which component is a prerequisite for Agent Desktop Display in the Contact Center environment?

- A. properly configured parameters on the Multimedia server
- B. PSM Compression option must be enabled from the Contact Center Manager Server
- C. unicast communication from the Contact Center Manager Server to the client PCs
- D. multicast communication from Contact Center Manager Server to Contact Center Manager Administration

Answer: D

QUESTION: 6

It the Security Framework server Supports Contact Center and Communication Server 1000 (C51000) systems, where should it be installed?

- A. to coreside with CS1000
- B. to coreside with CCMA
- C. to coreside with CCMS
- D. on a standalone server

Answer: D

QUESTION: 7

A customer has Contact Center Manager Server (CCMS) and they wish to perform a backup. Which statement is true with respect to performing backup?

- A. Only one Backup location can exist at a time.
- B. Only one database Backup can be running at any given time.
- C. Only one database Backup can be scheduled.
- D. Application services must be shutdown to perform Backup.

Answer: B

QUESTION: 8

You have Symposium Web Client (SWC) RIs. 4.5 SUO5 installed on a Windows 2000 Server and want to transfer the data stored in Active Directory to a server that has Contact Center Manager Administration (CCMA) RIs. 7.0 installed with Active Directory Application Mode (ADAM). What is the migration path?

- A. Upgrade from SWC RIs. 4.5 SUOS to SWC RIs. 6.0, and then migrate to Windows Server 2003 that has CCMA RIs. 7.0 installed.
- B. Upgrade from SWC RIs. 4.5 SUO5 to CCMA RIs. 7.0 on the Windows 2000 Server, and then migrate the data to Windows Server 2003.
- C. Migrate from the Windows 2000 Server with SWC 4.5 SUOS installed to a Windows sever 2003 that has SWC 4.5 SUOS installed, ar U Iritni upgrade to CCMA Release 7.0.
- D. Upgrade from SWC RIs. 4.5 SUO5 directly to CCMA RIs. 7.0 on the Windows 2000 Server and then enable ADAM.

Answer: C

QUESTION: 9

You are performing a migration upgrade from Contact Center Manager Server (CCMS) RIs. 6.0 to CCMS RIs. 7.0 on a new server. You have installed the Migration Utility' (sometimes called the data extraction patch). What is the purpose of the Migration Utility?



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