

Examcollection

<http://www.ipass4sure.com/examcollection.htm>



<http://www.ipass4sure.com>

920-177

Nortel

Nortel Contact Center Rls. 7.0 Administration and Scripting

<http://www.ipass4sure.com/exams.asp?examcode=920-177>

The 920-177 practice exam is written and formatted by Certified Senior IT Professionals working in today's prospering companies and data centers all over the world! The 920-177 Practice Test covers all the exam topics and objectives and will prepare you for success quickly and efficiently. The 920-177 exam is very challenging, but with our 920-177 questions and answers practice exam, you can feel confident in obtaining your success on the 920-177 exam on your FIRST TRY!

Nortel 920-177 Exam Features

- Detailed questions and answers for 920-177 exam
- Try a demo before buying any Nortel exam
- 920-177 questions and answers, updated regularly
- Verified 920-177 answers by Experts and bear almost 100% accuracy
- 920-177 tested and verified before publishing
- 920-177 examcollection vce questions with exhibits
- 920-177 same questions as real exam with multiple choice options

Acquiring Nortel certifications are becoming a huge task in the field of I.T. More over these exams like 920-177 exam are now continuously updating and accepting this challenge is itself a task. This 920-177 test is an important part of Nortel certifications. We have the resources to prepare you for this. The 920-177 exam is essential and core part of Nortel certifications and once you clear the exam you will be able to solve the real life problems yourself. Want to take advantage of the Real 920-177 Test and save time and money while developing your skills to pass your Nortel 920-177 Exam? Let us help you climb that ladder of success and pass your 920-177 now!

DEMO EXAM

For Full Version visit

<http://www.ipass4sure.com/allexams.asp>

QUESTION: 1

A customer has a Contact Center Manager Server (CCMS) RIs. 7.0 and wants to create a collection graphical display. What is the maximum number of billboards that can be contained in one collection?

- A. 6
- B. 10
- C. 20
- D. 25

Answer: D

QUESTION: 2

In Contact Center Manager Server (CCMS) P15 70, which set of options specifies how stat statistics are treated In reports and real-time displays?

- A. Activity codes
- B. Call Presentation Class
- C Skillset Assignment
- D Threshold Class

Answer: D

QUESTION: 3

A customer has a Contact Center Manager Server (CCMS) RIs. 7 0 and wants an existing users profile “User Name” changed, not the first or last name. Which two steps would accomplish this? (Choose two.)

- A. Delete the user.
- B. Use the edit mode.
- C. Create the new user and user name.
- D Use the name change feature

Answer: A, C

QUESTION: 4

Contact Center Manager Server (CCMS) resources are being added using the CCMS Configuration spreadsheet. What are three tasks that can be configured using this tool? (Choose three.)

- A. assignments
- B. skillsets
- C. script variables
- D threshold classes
- E. presentation classes

Answer: B, D, E

QUESTION: 5

An administrator, under partition details, gives you Historical Reporting on the Iaunchpad and all data on any server access. Which type or report templates can you see and access?

- A. sub group
- B. report groups only
- C. all public and private
- D. all public and your private only

Answer: D

QUESTION: 6

A customer is interested in the Access and Partition Management component of Contact Center Manager Server (CCMS) RIs, 7,0 For this, me customer needs the capabilities of standard partitions Which two statements about partitions are true? (Choose two)

- A. Standard partitions are static and must be manual updated.
- B. A Standard partition is one mat contains all data of a particular type on a particular server.
- C. Standard partitions can not be used in conjunction with user-defined partitions.
- D Standard partitions are dynamic.

Answer: B, D

QUESTION: 7

A customer has a Contact Center Manager Server (CCMS) PIs 7.0. In the Supervisor User Details Window, what information is mandatory for adding a non-agent supervisor using the Contact Center Manager tree?

- A. first name, last name, and Login ID
- B. title, department, personal (phantom) DN
- C. Contact Center Manager Administration user ID and password
- D. title, last name, Phoniest ID (SPID)

Answer: A

QUESTION: 8

A customer wants to assign five agents to a new skill set using Contact Center Manager Administration (CCMA) RIs 7.0, what is the recommended way to assign those agents to a new skill set?

- A. Assign the new skill set to those agents' partition
- B. Select all five agents from the Agent Details window, then use the drag and drop feature.
- C. Use the Skill set window from the Skill set view to assign one or more agents, one skill set at a time.
- D. Use the Skill set section in the Agent Details window to assign all agents at the same time to the new skill set.

Answer: C

QUESTION: 9

If a call reaches the end of script execution and has not been routed to a skillset, to where does the system route the call?

- A. Default _NACD
- B. Default_ Route
- C. Default_ Agent
- D. Default _Skill set

Answer: D



Pass4sure Certification Exam Features;

- Pass4sure offers over **2500** Certification exams for professionals.
- More than **98,800** Satisfied Customers Worldwide.
- Average **99.8%** Success Rate.
- Over **120** Global Certification Vendors Covered.
- Services of **Professional & Certified Experts** available via support.
- Free **90 days** updates to match real exam scenarios.
- **Instant Download Access!** No Setup required.
- Price as low as **\$19**, which is 80% more **cost effective** than others.
- **Verified answers** researched by industry experts.
- Study Material **updated** on regular basis.
- Questions / Answers are downloadable in **PDF** format.
- Mobile Device Supported (**Android, iPhone, iPod, iPad**)
- **No authorization** code required to open exam.
- **Portable** anywhere.
- **Guaranteed Success.**
- **Fast**, helpful support **24x7**.



View list of All certification exams offered;
<http://www.ipass4sure.com/all exams.asp>

View list of All Study Guides (SG);
<http://www.ipass4sure.com/study-guides.asp>

View list of All Audio Exams (AE);
<http://www.ipass4sure.com/audio-exams.asp>

Download Any Certification Exam DEMO.
<http://www.ipass4sure.com/samples.asp>

To purchase Full version of exam click below;
<http://www.ipass4sure.com/all exams.asp>

3COM	CompTIA	Filemaker	IBM	LPI	OMG	Sun
ADOBE	ComputerAssociates	Fortinet	IISFA	McAfee	Oracle	Sybase
APC	CWNP	Foundry	Intel	McData	PMI	Symantec
Apple	DELL	Fujitsu	ISACA	Microsoft	Polycom	TeraData
BEA	ECCouncil	GuidanceSoftware	ISC2	Mile2	RedHat	TIA
BICSI	EMC	HDI	ISEB	NetworkAppliance	Sair	Tibco
CheckPoint	Enterasys	Hitachi	ISM	Network-General	SASInstitute	TruSecure
Cisco	ExamExpress	HP	Juniper	Nokia	SCP	Veritas
Citrix	Exin	Huawei	Legato	Nortel	See-Beyond	Vmware
CIW	ExtremeNetworks	Hyperion	Lotus	Novell	Google	

and many others.. See complete list [Here](#)

