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# 920-178

## Nortel

*Nortel Contact Center Rls. 7.0 Sales Engineering*

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**QUESTION: 1**

A customer wants to add outbound calling to their contact center. They need to maximize agent productivity by achieving the highest talk time per hour possible. Which Nortel Outbound solution is recommended?

- A. Preview Dialing
- B. Progressive Dialing
- C. Preview and Progressive Dialing
- D. Predictive Dialing

**Answer: D**

**QUESTION: 2**

An enterprise wants to provide tools-access to agents to help them manage their time and access to call queues. Which tool that is preloaded on the Contact Center Manager Administration (CCMA) server, is available to provide agent current information on contact center call volumes?

- A. Call Volume Display
- B. SYMON View Display
- C. Agent Desktop Display
- D. Supervisor Desktop Display

**Answer: C**

**QUESTION: 3**

A customer requires Contact Center Manager Server (CCMS) Network Enabled Voice Agents To accomplish this, what does the customer need?

- A. Networked Agent (Premium software for Communication Server 1000)
- B. Networked Agent (Enhanced software for Communication Server 1000)
- C. Standard Agent (Enhanced software for Communication Server 1000)
- D. Standard Agent (Premium software for Communication Server 1000)

**Answer: A**

**QUESTION: 4**

A customer has multiple Contact Center Manager Server (CCMS) locations that were originally managed autonomously. Economic changes have since modified the business environment. Supervisors are now required to manage agents across multiple locations. Which tool(s) will provide a view of the locations to best permit supervisors to manage their contact center environment from a single location?

- A. SYMON products for the reader board
- B. Contact Center Server Utility with realtime displays for each of the 10 locations
- C. Contact Center Manager Administrator (CCMA) with customized displays
- D. A combination of CCM RIs. 7.0 classic client and SYMON reader boards

**Answer:** C

**QUESTION: 5**

In a customer network where Multicast is not supported, which additional tools are available to help the agent respond to current contact center conditions within a part of a Contact Center Manager Server (CCMS) environment?

- A. Agent Desktop Displays with visual and audible alerts that are accessed via Contact Center Manager Administration (CCMA).
- B. Agent-accessed real-time displays to help agents determine the times to become active in additional skill sets accessed via CCMA.
- C. Administrative reports that are accessed through Contact Center Manager Administrator.
- D. Agent skill set-assignment access to determine when others in the group should login to take calls during high call volumes accessed via CCMS.

**Answer:** B

**QUESTION: 6**

A prospective customer has identified the need to control supervisors' rights for using standard and custom reports as one of the company's requirements. Which Contact Center component(s) can be used to set limits on supervisors' access rights for standard and custom reports?

- A. Contact Center Management and Access to define the report groups to a supervisor
- B. Access and Partition Management to configure access classes and define Basic Access Rights
- C. Partition Management and Contact Center Management to define group assignments for a supervisor

D. Contact Center Management to determine what groups are assigned to a supervisor

**Answer: B**

**QUESTION: 7**

Which statement describes a key selling point of a Contact Center Manager Server (CCMS)?

- A. t provides browser-based access to the contact center for administrators, supervisors and agents.
- B. t provides increased flexibility to contact centers with up to 150 active agents.
- C. t provides skill-based routing and call-treatment flexibility.
- D. t provides the capability to blend telephone and email traffic to an agent's desktop.
- E. t provides multimedia, skill-based routing and direct routing to specific agents through an IP network

**Answer: C**

**QUESTION: 8**

A customer has separate discrete business units and wants to keep supervisors from seeing each other's contact center real time and historical information. Business unit owners do not want supervisors managing each other's agents. From an administrative perspective on Contact Center Manager Administration (CCMA), how would you respond to the customer's requirement?

- A. Notify the agent of their login and the supervisor that will monitor them.
- B. Assign the agent to the supervisor's partition.
- C. Separate the agents into their own agent's partition to ease monitoring by the supervisor.
- D. Assign full access privileges to the supervisor for the supervisor's partition.

**Answer: B**

**QUESTION: 9**

A prospective customer has identified the need to control supervisors' rights for using standard and custom reports as one of the company's requirements. Which Contact Center component(s) can be used to set limits on supervisors' access rights for standard and custom reports?

- A. Contact Center Management and Access to define the report groups to a supervisor
- B. Access and Partition Management to configure access classes and define Basic Access Rights
- C. Partition Management and Contact Center Management to define group assignments for a supervisor
- D. Contact Center Management to determine what groups are assigned to a supervisor

**Answer:** B

**QUESTION:** 10

A customer is using a Communication Server (CS) 1000M Cabinet that they want to update to a Nortel IP system with RIs. 5.5 software. The customer also wants to update a Symposium Contact Center Server (SCCS) RIs. 5.0 installed on a Windows 2000 Server to Contact Center Manager Server (CCMS) RIs. 7.0. What should be included in this change?

- A. Nothing. No upgrades are required.
- B. When the customer installs RIs. 5.5 software on the CS 1000M Cabinet, IP technology is automatically invoked.
- C. The customer can upgrade the SCCS RIs. 5.0 software to CCMS RIs. 6.0, with no OS upgrade.
- D. The customer can migrate SCCS RIs. 5.0 to Windows Server 2003, and then upgrade to CCMS RIs.7.0.

**Answer:** D

**QUESTION:** 11

A customer currently has a Communication Server (CS) 1000E with RIs. 5.5. The network consists of two Symposium Contact Center Server (SCCS) RIs. 5.0 systems installed on Windows Server 2003. The SCCS servers are administered by Symposium Web Client (SWC) RIs. 4.5 installed on a Windows 2000 Server. The customer wants to upgrade to Contact Center Manager Server (CCMS) / Contact Center Manager Administration (CCMA). Using Nortel best practices, what should the customer do first?

- A. Assure the SWC server is a primary domain controller.
- B. Upgrade the memory in the servers.
- C. Upgrade the SWC RIs. 4.5 to CCMA RIs. 7.0.
- D. Upgrade the SCCS RIs.5.0 systems to CCMS RIs. 7.0.



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