



[Nortel 920-165](#)

Exam Name: NCDS-Contact Center Ris.6.0 Exam

Q & A : 62 Q&As

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Exam : Nortel 920-165

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1. A customer receives a large number of inbound e-mail requests from its web site. Each customer product has been assigned its own e-mail address on the Contact Center Multimedia (CCMM) e-mail server. To obtain the maximum efficiency of available agents, how are these e-mail requests routed to more than one skillset in the Contact Center Manager Server?

- A. Have the agents assigned to all skillsets.
- B. Create e-mail distribution groups for the agents.
- C. Hire more contact center agents to handle the inbound e-mail volume.
- D. Use multiple TO: addresses on the e-mails to direct them to more than one skillset.

Answer: D

2. Your 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. CCMS reports
- B. Crystal Reports
- C. Report Creation Wizard reports
- D. Any ODBC/SQL compliant reports

Answer: BC

3. With the Contact Center Manager Administration, how are changes made to agent skillset assignments?

- A. ad hoc from the agent-to-skillset assignment display
- B. either ad hoc or scheduled through agent-to-skillset assignment display
- C. through scheduled changes within the PBX for telephone-set assignments
- D. ad hoc through changes to the programming of the telephone-set assignments

Answer: B

4. An existing Communication Server (CS) 1000 Rls. 4.5 customer requires incoming callers to receive self-service based on the number called. Which servers must be implemented to access the features associated with a Contact Center Self Service (IVR) scenario?

- A. Replication Server
- B. Host Data Exchange
- C. Contact Center - Multimedia
- D. Communication Control Toolkit

Answer: D

5. Your client has just installed Contact Center Manager Server (CCMS). Certain processes must be followed to make changes to an in-service application. Which two statements are true. (Choose two.)

- A. Server Utility is selectively installed on CCMS.
- B. Only registered users can make application changes.
- C. You can run the Contact Center Server Utility to make application changes.
- D. You must backup all data and perform a complete re-install of the server before making application changes.

Answer: AC

6. A large call center customer allows its supervisors to connect to the contact center network using VPN. There is a concern from the company's security department that this will allow too much access to the entire enterprise network. To limit the amount of access that call center supervisors have, what should you recommend to this company?

- A. Create a private network for the call center supervisors.
- B. Enable restricted access through the VPN switch to the Nortel server subnet.
- C. Create firewall access rules so that the call center supervisors can only access their own workstations at the contact center.
- D. Enable split tunnel VPN connections for the supervisors and restrict them, so that they may only access the contact center ELAN.

Answer: B

7. Your client has just installed a Contact Center Manager Server solution. For resiliency, the customer would like to add redundancy to the system. Which two additional servers are required to implement a backup solution with replication? (Choose two.)

- A. a replication server
- B. a Contact Center Manager Server standby
- C. a Contact Center Multimedia server standby
- D. a Contact Center Manager Administration server standby

Answer: AB

8. A large call center operates 24 hours a day. It is important to minimize impact to service levels and to reduce network traffic. When would be the optimal time to backup the Contact Center Manager Server?

- A. at midnight on a daily basis
- B. when the call center is closed for a holiday
- C. during off-peak hours when call volumes are at a minimum
- D. backup functions will not affect network traffic or service levels

Answer: C

9. A customer has Contact Center Manager Rls. 6.0 installed. The customer refuses to use modems for remote support, because of security concerns, and plans to implement a VPN-based technology solution for remote access to the Contact Center Manager Server. What is the VPN-based technology recommended by Nortel?

- A. any third-party technology in a host-to-host configuration
- B. any third-party technology in a host-to-gateway configuration

- C. a technology based on the Contivity 1100 (as a minimum) in a host-to-host configuration
- D. a technology based on the Contivity 1100 (as a minimum) in a host-to-gateway configuration

Answer: D

10. Your customer has a new call center using a Contact Center Manager Server system. They want to take full advantage of the Outbound Campaign Management Tool. Which three feature keys must be enabled on the agent's telephone sets in Overlay 11 (LD 11) in a Meridian 1 switch? (Choose three.)

- A. DN
- B. LNR
- C. ACD
- D. TOD
- E. AST

Answer: ACE

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