



## [Nortel 920-173](#)

**Exam Name:** Nortel Contact Center Rls. 7.0 Technical Support

**Q & A :** 60 Q&As

***Pdf Demo***

### **Quality and Value for the 920-173 Exam**

[Just4Exams Practice Exams](#) for Nortel Other Nortel Certification 920-173 are written to the highest standards of technical accuracy, using only certified subject matter experts and published authors for development.

### **100% Guarantee to Pass Your 920-173 Exam**

If you do not pass the Other Nortel Certification 920-173 exam on your first attempt using our Just4Exams **920-173 testing engine and pdf study guide**, we will give you a FULL REFUND of your purchasing fee.

### **Downloadable, Interactive 920-173 Testing engines and PDF Version**

Our Exam Preparation Material provides you everything you will need to take a [Other Nortel Certification certification](#) examination. Details are researched and produced by [Nortel Certification](#) Experts who are constantly using industry experience to produce precise, and logical.

#### **Free 920-173 Exams:**

***This is demo only, this pdf do not include the questions and answers picture***

Exam : Nortel 920-173

Title : Nortel Contact Center Rls. 7.0 Technical Support

1. While the Call Presentation option "After Call Break for N seconds" (break time) is in effect, which event can cancel the break time?
  - A. An agent is reserved for an NACD call by the switch.
  - B. An agent can put directory number calls on hold for incoming ACD calls.
  - C. A break time between calls has been allowed and the agent returns from walk away.
  - D. A break time between calls has been allowed and the agent releases an individual DN call.
  - E. A break time between calls has been allowed and the caller abandons the call when on an agent set.

Answer: A

2. 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\_Skillset

Answer: D

3. In Contact Center Manager Administration (CCMA) RIs. 7.0, which element can be configured on the Configuration component?

- A. Global Settings
- B. Users
- C. Agents
- D. Partitions

Answer: A

4. A Contact Center Manager Administration (CCMA) user is also a supervisor. You want to ensure that the supervisor automatically sees only his/her agents in the following:

Historical reports

Real-time displays

Contact Center Manager Server

How can this be done most effectively?

- A. Configure a standard partition.
- B. Configure a user-defined partition.
- C. The supervisor will automatically see all of the agents.
- D. Link the CCMA user to the supervisor in the reporting agents partition.

Answer: D

5. In Contact Center Manager Server (CCMS) RIs. 7.0, which set of options specifies how statistics are treated in reports and real-time displays?

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

Answer: D

6. In a deployed Contact Center RIs. 7.0 network with several sites, which condition will occur if the Network Control Center (NCC) server experiences a hardware failure that drops the server from the network?

- A. all call routing and call processing in the network will stop
- B. calls are routed between sites but no network call-by-call data will be transferred to the NCC
- C. calls will not be routed between sites in the network
- D. the Contact Center Manager Servers at each site in the network will also fail

Answer: B

More [920-173 Braindumps](#) Information

#### **Related 920-173 Exams**

922-109	922-101	922-111	922-081	920-457
922-104	922-071	920-110	922-098	920-806
920-805	920-220	920-502	920-569	920-246
922-094	920-520	922-099	920-199	920-111

#### **Other Nortel Exams**

920-481	922-053	920-569	920-252	920-463
920-120	920-173	920-221	920-504	922-091
920-140	920-158	922-101	920-340	920-464
920-177	920-161	920-239	920-521	920-174