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Nortel Nortel Contact Center Rls. 7.0 Technical Support

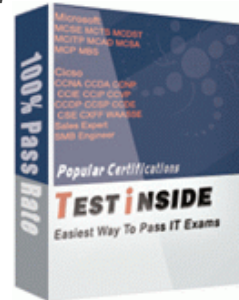
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Exam Number/Code: 920-173

Exam Name: Nortel Contact Center Rls. 7.0 Technical Support

Questions and Answers: 60 Q&As

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Exam : Nortel 920-173

Title : Nortel Contact Center RIs. 7.0 Technical Support

1. 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

2. 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

3. 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

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 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

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

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