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**NCSS - Contact Center RIs.6.0 Application Developer  
Exam 920-167**

## Session:60 questions

NCSS - Contact Center Rls. 6.0 Application Developer: Item 1 of 60

Mark Time Remaining: 1:28:01

A customer has Contact Center Manager Server Rls. 6.0 with three nodes and a Network Control Center (NCC).

Which actions should be performed to generate network reports?

- A. Collection of Network In, Network Out and Network Call-By-Call statistics must be enabled in Historical Statistics on the NCC.
- B. Collection of Network In, Network Out and Network Call-By-Call statistics must be enabled in Network Communication Parameter on the NCC.
- C. Collection of Network In, Network Out and Network Call-By-Call statistics must be enabled in Historical Statistics at each Contact Center Manager Server node.
- D. Collection of Network Skillsets, Network Controlled Directory Numbers and Network Call-By-Call statistics must be enabled in Network Communication Parameter at each Contact Center Manager Server node.

Select the best answer.

**Answer:C**

Mark

Time Remaining: 1:28:00

A customer is using Contact Center Manager Server RIs. 6.0.

What is the Network Automatic Call Distribution (ACD) configuration requirement for all network nodes?

- A. Networking parameters for ISDN and ESN must be unique for each node or switch in the system with respect to Network ACD.
- B. Networking parameters for ESN must be consistent throughout all nodes or switches in the system with respect to Network ACD.
- C. Networking parameters for ISDN must be consistent throughout all nodes or switches in the system with respect to Network ACD.
- D. Networking parameters for ISDN and ESN must be consistent throughout all nodes or switches in the system with respect to Network ACD.

Select the best answer.

Answer:D

Mark

Time Remaining: 1:27:59

A customer had Contact Center Manager Server RIs. 6.0 deployed on three nodes and Contact Center Manager Administration RIs. 6.0 that is used for managing all nodes plus Network Control Center.

When is Nodal Reserve Timer used?

- A. It is used when the Agent Reserve network skillset parameter is configured for First Back.
- B. It is used when the Number of Retries network skillset parameter is configured for at least 5 times.
- C. It is used when the Time Between Retries network skillset parameter is configured for at least 5 times.
- D. It is used when the Agent Reserve network skillset parameter is configured for Longest Idle Agent or Average Speed of Answer.

Select the best answer.

Answer:D

Mark

Time Remaining: 1:27:58

A Contact Center Manager Server Rls. 6.0 customer with Network ACD is configuring their call options.

What is the required configuration for First RAN Timer (FRT) to determine how long a caller waits before hearing the First RAN Route?

- A. FROA (First Ran On Arrival) must be set to NO in LD 20
- B. FROA (First Ran On Arrival) must be set to NO in LD 23
- C. FROA (First Ran On Arrival) must be set to YES in LD 23
- D. DNRT (Delay Night Ran Treatment) must be set to YES in LD 23

Select the best answer.

Answer: B

Mark

Time Remaining: 1:27:57

A developer has been using QUEUED and OUT OF SERVICE intrinsics for his/her Contact Center Manager Server RIs. 6.0 applications. The developer is now tasked with designing scripts for Network ACD.

Which system intrinsics should the developer use?

- A. QUEUED and OUT OF SERVICE
- B. PRIORITY IN QUEUE and AGE OF CALL
- C. POSITION IN QUEUE and AGE OF CALL
- D. PRIORITY IN QUEUE and IDLE AGENT COUNT

Select the best answer.

Answer: B

Mark

Time Remaining: 1:27:57

What happens when the Site filter is activated in Contact Center Manager Server Rls. 6.0?

- A. The filtered site (target) is removed or filtered from all local routing tables.
- B. The filtered site (target) is removed or filtered from all routing tables that exist.
- C. The filtered site (source) is removed from Network Control Center routing table.
- D. The filtered site (target) can receive only calls which satisfy filter configuration.

Select the best answer.

Answer:A

Mark

Time Remaining: 1:27:56

Which switch release supports Network ACD on a Contact Center Manager Server Rls. 6.0?

- A. Communication Server (CS) 1000 Rls. 3.0
- B. CS 1000 M Rls. 2.0
- C. Meridian 1 X11 Rls. 15.X
- D. Meridian 1 X11 Rls. 25.10

Select the best answer.

Answer:A

Mark

Time Remaining: 1:27:55

A customer wants to run a Network Call-By-Call report on a Contact Center Manager Server (CCMS) RIs. 6.0 network, which consists of three servers and an Network Control Center (NCC). All CCMS applications should be included in the report.

How should the system be configured to run these reports?

- A. The network Call-By-Call report has to be enabled on NCC.
- B. The network Call-By-Call data collection has to be enabled for each CCMS on NCC.
- C. The network Call-By-Call data collection has to be enabled for each CCMS application on NCC.
- D. The network Call-By-Call data collection has to be enabled for each CCMS application on each CCMS.

Select the best answer.

Answer:D

Mark

Time Remaining: 1:27:55

What is the definition of the Call Request Queue Size (CRQS) in Contact Center Manager Server (CCMS) RIs. 6.0?

- A. The CRQS is the maximum number of network calls that can be queued to the network skillset on the CCMS before the site filtering is turned on.
- B. The CRQS is the maximum number of nodal calls that can be queued to the network skillset on the CCMS before nodal skillset filtering is turned on.
- C. The CRQS is the maximum number of network calls that can be queued to the network skillset on the CCMS before network skillset filtering is turned on.
- D. The CRQS is the maximum number of network calls that can be queued to the network skillset on all the CCMSs before network skillset filtering is turned on for all servers.

Select the best answer.

Answer:C

Mark

Time Remaining: 1:27:54

A Contact Center Manager Server Rls. 6.0 customer with Network ACD wants to transmit ISDN call data between sites.

How should ISDN be programmed to accomplish this task?

- A. LD 86, ESN, PIN (both locations)
- B. LD 17, DLOP, Call\_Data YES both locations
- C. LD 17, DLOP, PNI(near end); LD 16, RDB, PNI(far end)
- D. LD 15, Customer Data Block, PNI(near end); LD 16; RDB PNI(far end)

Select the best answer.

Answer:D