



ExamKiller.net
World's NO.1 IT Certification Website

Pass Any IT Exam At First Try . No Pass No Pay! www.examkiller.net

<input type="checkbox"/> MCSE	<input type="checkbox"/> CCNA	<input type="checkbox"/> CCNP	<input type="checkbox"/> HP	<input type="checkbox"/> Oracle 10i
<input type="checkbox"/> Apple	<input type="checkbox"/> BEA	<input type="checkbox"/> IBM	<input type="checkbox"/> Nortel	<input type="checkbox"/> Symantec

Exam Questions

Online Test Engine

Study Guide

Audio Training

CATEGORIES

Hot Vendor: Cisco Microsoft Oracle Avaya Altiris Apple IBM Nortel RSA Veritas Business Objects EMC Juniper

ExamKiller Inc.
Exam Questions Features

Based on the Real Exam Questions. Exhibits, Drag&Drop and Simulation Questions Included.

Study Guides are Constantly Updated To Reflect Current Exam Information!

Technical support available to answer your technical questions and queries.

Study Guides are provided in the universally accepted Adobe PDF format. No installation and no viruses. Easy to read and print.

Free 3 months Updates. No risk, 100% Money Back Guarantee.

Nortel 920-173

Nortel Contact Center Rls. 7.0 Technical Support

Practice Questions and Answers

By: ExamKiller Inc.

www.examkiller.net | support@examkiller.net

PLEASE READ:

ExamKiller's Industrious professionals have carefully designed and compiled this Practice Q&A for you. This Q&A aims at bringing the in-line ideas and concepts behind every question. It is better than other Practice Q&A because it's based in the Real Test Center. The answers to each question in this Q&A are not only exact and accurate but are verified as well. Some Q&A has explanations given in. They are written by the best people in industry enhancing your knowledge and learning experience. Instead of memorizing, our Q&A is made to make you understand things. You can read it a couple of times to increase your speed of exam attempt and comprehension.

All of our Q&As are updated regularly with changing exam objectives so keep an eye on the latest version of this Q&A to get the most updated and most accurate Q&A in line with the latest Exam objectives.

We welcome all your suggestions regarding this Q&A which can help us make this better for you. Please note down that the copy of this Q&A delivered by ExamKiller is only for your personal use and not for distribution. This Q&A is protected by US Copyright laws and any violation found may be dealt with legal action.

We thank you again for buying this Q&A product from us and we promise to continue serving you in future for all your Certification Training needs.

Promising your success,

ExamKiller

Technical Support Team

Link Sites: ExamKiller.net | In2expo.com

Session: 60 Questions

SectionA

Nortel Contact Center Manager RIs, 7.0 Administration: Item 1 of 30 Unti... [min] [max] [close]


Mark Time Remaining: 43:08

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

Select the best answer.

Answer: D


MarkTime Remaining: 43:04 

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.

Select the best answer.

Answer: A

MarkTime Remaining: 43:02 


A customer has a Contact Center Manager Server (CCMS) RIs, 7.0 and wants an existing user's profile "User Name" changed, not the first or last name.

Which two steps would accomplish this? (Choose two.)

- A. Delete the user.
- B. Use the edit mode.
- C. Create the new user and user name.
- D. Use the name change feature.

Select 2 answers.

Answer: AC

MarkTime Remaining: 42:59 

A customer has a Contact Center Manager Server (CCMS) RIs, 7.0 and wants to create a collection graphical display.


What is the maximum number of billboards that can be contained in one collection?

- A. 6
- B. 10
- C. 20
- D. 25

Select the best answer.

[Next](#)[Previous](#)[Item Review](#)[Comment](#)[Help](#)

Answer: D

MarkTime Remaining: 42:56 

You have a Contact Center Manager Server (CCMS) RIs, 7.0 and you need to configure agents.

How can this be accomplished?

- A. Use the CCMS Utility to make the changes.
- B. Use the Configuration component.
- C. Use the Contact Center Management component.
- D. Use the Access and Partition Management component.

Select the best answer.

Answer: C

SectionB

Nortel Contact Center RIs, 7.0 Networking: Item 1 of 30 Unti...


Mark Time Remaining: 42:56

In which Network Automatic Call Distribution configuration are different but closely related services or products offered, and both OCN and HPQ are disabled?

- A. Special Service Network
- B. Hybrid Network
- C. Combination Network
- D. Similar Service Network

Select the best answer.

Answer: B

MarkTime Remaining: 42:52 


An agent's phoneset is acquired by Contact Center RIs 7.0.

If a Network ACD call is presented to that phoneset, what will the In Calls status in the agent's real-time display show?

- A. Call Present
- B. Busy
- C. NACD Active
- D. Ringing

Select the best answer.

Answer: B


MarkTime Remaining: 42:50 

In a Contact Center RIs 7.0 network, when is the Round Robin or Sequential Routing Method for a network skillset used?

- A. When the Agent Reserve option is configured as Longest Idle Agent.
- B. When the Agent Reserve option is configured as First Back.
- C. When the Agent Reserve option is configured as Average Speed of Answer.
- D. When Target Node Count is less than the number of sites in the routing table.

Select the best answer.

Answer: D

MarkTime Remaining: 42:46 


A Contact Center Manager Server (CCMS) RIs, 7.0 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

MarkTime Remaining: 42:43 

In a Contact Center RIs 7.0 network, what happens to network call-by-call data if the Network Control Center (NCC) is not accessible?

- A. The network call-by-call data is lost.
- B. The network call-by-call data is transferred to a designated backup server.
- C. The network call-by-call data is stored at the source server until the NCC becomes available.
- D. The network call-by-call data is stored at the destination server until the NCC becomes available.

Select the best answer.

Answer: D