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Nortel 920-176

Contact Center Multimedia RIs. 7.0 Implementation

Practice Questions and Answers

By: ExamKiller Inc.

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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.

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Technical Support Team

Session: 60 Questions

Contact Center Multimedia RIs, 7.0 Implementation: Item 1 of 60

Mark Time Remaining: 1:28:15

Your customer is considering installing Communication Control Toolkit RIs, 7.0 (CCT). In their current system, they use multiple operating systems.

Which two operating systems support CCT at the server level? (Choose two.)

- A. SUSE Linux Enterprise 11.X
- B. Windows Server 2003 Release 2, Standard Edition, 32-bit (Service Pack 2)
- C. Windows Server 2003 Release 2, Enterprise Edition, 32-bit (Service Pack 2)
- D. Windows Server 2003 Release 2, Enterprise Edition, 64-bit (Service Pack 2)

Select 2 answers.

Answer: BC

Mark

Time Remaining: 1:28:09

From where can the Data Management Tool in Communication Control Toolkit (CCT) RIs 7.0 be accessed?

- A. Import/Export Tools
- B. Workstations
- C. Defaults
- D. SP for Communication Server 1000

Select the best answer.

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Answer: A

MarkTime Remaining: 1:28:05 


On the client, the Application Control Interface API provides a set of interfaces collectively known as the Full Communication Control Toolkit API.

Which three client APIs are provided with the toolkit? (Choose three.)

- A. Graphical
- B. Simplified
- C. Full (CCT.DLL)
- D. IPML Connector
- E. Contact Manager Framework

Select 3 answers.

Answer: ABC

MarkTime Remaining: 1:28:01 

What is provided with the Communications Control Toolkit (CCT) server and is a sample of what you can do with CCT APIs?

- A. CCAD
- B. Refclient
- C. Phone dialer
- D. TAPI browser

Select the best answer.

Answer: B

MarkTime Remaining: 1:27:58 

Your customer has installed Communication Control Toolkit (CCT) and wants to work with a number of self-service client applications.

CCT allows development of which two applications? (Choose two.)

- A. report building
- B. screen pop utilities
- C. Call Control Toolbar
- D. Nortel branded PBX applications

Select 2 answers.

Answer: BC

MarkTime Remaining: 1:27:54 

When traffic must be routed between the Computer Telephony Integration (CTI) client and the server, how is firewall traversal achieved on a secure call center network?

- A. Symposium Link Interface
- B. AML (Meridian 1) Interface
- C. a single, bi-directional TCP socket connection
- D. a separate connection initiated by the server back to the client

Select the best answer.

Answer: C

MarkTime Remaining: 1:27:51 

Your customer would like to upgrade their system with Communication Control Toolkit 7.0 (CCT). However, they do not know enough about the new features of CCT new features to make an informed decision.

What is a new feature in CCT?

- A. Remote Administration Utility
- B. Resiliency and Redundancy
- C. Supports Open Queue interaction
- D. Co-residency with CCMS is allowed

Select the best answer.

Answer: B

MarkTime Remaining: 1:27:48 

An Open Queue interface is available to allow Contact Center - Multimedia and third-party applications to route multimedia contacts to agents using the existing scripting and skill set routing features available for calls.

The Open Queue is an application supported by which API?

- A. Contact Center Agent Desktop
- B. Contact Manager Framework
- C. Communication Control Toolkit
- D. Meridian 1 PBX/Communication Server 1000

Select the best answer.

Answer: B

MarkTime Remaining: 1:25:07 


Your customer has installed Communication Control Toolkit (CCT) and plans to use CCT for user authentication per connection. However, the customer is concerned about security.

Why must CTI users be Windows users?

- A. Because the transport verifies network passwords.
- B. Because the .net framework is required to support CCT.
- C. Because the transport searches for a security certificate.
- D. Because the SSL is enhanced to block unauthorized use.

Select the best answer.

Answer: B

MarkTime Remaining: 1:25:02 

Which statement is true about Contact Center Multimedia?

- A. It allows an SDK for developers to design custom integrated applications.
- B. It allows supervisors and administrators to manage the volume of multimedia traffic.
- C. It helps you implement Computer Telephony Integration for installed and browser-based client integrations.
- D. It is used to administer the server and to monitor contact center performance using a browser-based interface.

Select the best answer.

Answer: B

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Zoom: 100 %

Nortel Contact Center Multimedia RIs. 7.0 Implementation Score Report

EXAM: Nortel Contact Center Multimedia RIs. 7.0 Implementation
SERIES:

PASSING SCORE: 70% YOUR SCORE: 100% GRADE: Pass

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The report below shows your performance in each section for the Nortel Contact Center Multimedia RIs. 7.0 Implementation exam.

Section Analysis	Total Questions	Number Correct	Percent Correct
A176.1 Product/Solutions	15	15	100%
A176.2 Hardware and Software Installation	13	13	100%
A176.3 Configuration	12	12	100%
A176.4 Maintenance	8	8	100%
A176.5 Administration	8	8	100%

Ready OCR Language: English