

920-166

Nortel

Contact Center Multimedia Ris.6.0

OfficialCerts.com is a reputable IT certification examination guide, study guides and audio exam provider. We ensure that you pass your 920-166 exam in first attempt and also get high scores to acquire Nortel certification.

If you use OfficialCerts 920-166 Certification questions and answers, you will experience actual 920-166 exam questions/answers. We know exactly what is needed and have all the exam preparation material required to pass the exam. Our Nortel exam prep covers over 95% of the questions and answers that may be appeared in your 920-166 exam. Every point from pass4sure 920-166 PDF, 920-166 review will help you take Nortel 920-166 exam much easier and become Nortel certified.

Here's what you can expect from the OfficialCerts Nortel 920-166 course:

- * Up-to-Date Nortel 920-166 questions as experienced in the real exam.*
- * 100% correct Nortel 920-166 answers you simply can't find in other 920-166 courses.*
- * All of our tests are easy to download. Your file will be saved as a 920-166 PDF.*
- * Nortel 920-166 brain dump free content featuring the real 920-166 test questions.*

Nortel 920-166 certification exam is of core importance both in your Professional life and Nortel certification path. With Nortel certification you can get a good job easily in the market and get on your path for success. Professionals who passed Nortel 920-166 exam training are an absolute favorite in the industry. You will pass Nortel 920-166 certification test and career opportunities will be open for you.

<http://news.ift.org/?newsid=exams.asp?examcode=920-166>



QUESTION 1

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. Avaya
- B. Communication Control Toolkit
- C. Contact Manager Framework
- D. Meridian 1 PBX/Communication Server 1000

Answer: C

QUESTION 2

Certkiller .com has installed Communication Control Toolkit (CCT) Rls.6.0. They have several programs already on their system. Which two programs can co-reside with CCT? (Choose two.)

- A. Communication Server 1000/Meridian 1
- B. Contact Center - Multimedia
- C. Media Processor Server 3.0
- D. Contact Center Manager Utility

Answer: C,D

QUESTION 3

The Full Communication Control Toolkit Application Programming Interface (API) allows for the implementation of two abstract layers. What are the two abstract layers? (Choose two.)

- A. Graphical Communication Control Toolkit API
- B. Graphical Interface Communication Control Toolbar API
- C. Textual Communication Control Toolkit API
- D. Lite Communication Control Toolkit API

Answer: A,D

QUESTION 4

You want to provide Network Skill-based Routing between all switch types supported by Contact Center - Release 6.0. Which feature license must be activated?

- A. E-mail Agent
- B. Outbound
- C. Open Networking
- D. Open Queue

Answer: C

QUESTION 5

You are beginning the install of the Service Update (SU) for Contact Center Manager Server. What is the first step you must take?

- A. Run setup.exe for the SU folder of the CD.
- B. Copy the SU for the Contact Center Manager Server to the C:\\ drive prior to installation.
- C. Read the readme.txt file.
- D. Copy the SU for the Contact Center Manager Server to the D:\\ drive prior to installation.

Answer: C

QUESTION 6

E-mail server contacts are retrieved from a POP3 capable e-mail server using the Inbound Message Handler (IMH). The IMH runs at regular intervals. Which two settings for the IMH can be configured through the Multimedia Manager? (Choose two.)

- A. number of e-mails retrieved from each mailbox during each run
- B. the time between intervals
- C. moving window or interval-to-date data collection for the agent statistics group
- D. email message response threshold

Answer: A,B

QUESTION 7

OfficialCerts.com Certification Exam Full Version Features;

- Verified answers researched by industry experts.
- Exams **updated** on regular basis.
- Questions, Answers are downloadable in **PDF** format.
- **No authorization** code required to open exam.
- **Portable** anywhere.
- 100% success **Guarantee**.
- **Fast**, helpful support 24x7.

View list of All exams we offer;

<http://www.officialcerts.com/allexams.asp>

To contact our Support;

<http://www.officialcerts.com/support.asp>

View FAQs

<http://www.officialcerts.com/faq.asp>

Download All Exams Samples

<http://www.officialcerts.com/samples.asp>

To purchase Full Version and updated exam;

<http://www.officialcerts.com/allexams.asp>



Shop now using **PayPal**



3COM	CompTIA	Filemaker	IBM	LPI	OMG	Sun
ADOBE	ComputerAssociates	Fortinet	IISFA	McAfee	Oracle	Sybase
APC	CWNP	Foundry	Intel	McData	PMI	Symantec
Apple	DELL	Fujitsu	ISACA	Microsoft	Polycom	TeraData
BEA	ECCouncil	GuidanceSoftware	ISC2	Mile2	RedHat	TIA
BICSI	EMC	HDI	ISEB	NetworkAppliance	Sair	Tibco
CheckPoint	Enterasys	Hitachi	ISM	Network-General	SASInstitute	TruSecure
Cisco	ExamExpress	HP	Juniper	Nokia	SCP	Veritas
Citrix	Exin	Huawei	Legato	Nortel	See-Beyond	Vmware
CIW	ExtremeNetworks	Hyperion	Lotus	Novell	Google	

You have made the
Right Choice

You are becoming member of most comprehensive, accurate, highest quality and lowest cost certification resource in the world.

