

920-167

Nortel

Contact Center RIS.6.0 Application Developer

OfficialCerts.com is a reputable IT certification examination guide, study guides and audio exam provider. We ensure that you pass your 920-167 exam in first attempt and also get high scores to acquire Nortel certification.

If you use OfficialCerts 920-167 Certification questions and answers, you will experience actual 920-167 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 920-167 exam. Every point from pass4sure 920-167 PDF, 920-167 review will help you take Nortel 920-167 exam much easier and become Nortel certified.

Here's what you can expect from the OfficialCerts Nortel 920-167 course:

- * Up-to-Date Nortel 920-167 questions as experienced in the real exam.*
- * 100% correct Nortel 920-167 answers you simply can't find in other 920-167 courses.*
- * All of our tests are easy to download. Your file will be saved as a 920-167 PDF.*
- * Nortel 920-167 brain dump free content featuring the real 920-167 test questions.*

Nortel 920-167 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 920-167 exam training are an absolute favorite in the industry. You will pass Nortel 920-167 certification test and career opportunities will be open for you.

<http://news.ift.org/?newsid=exams.asp?examcode=920-167>



QUESTION 1:

Certkiller .com has Contact Center Manager Server Rls. 6.0. As standard practice when structuring the Master Script for Transfer, which action should be applied?

- A. Do NOT use separate section for calls being transferred back into Controlled Directory Number (CDN) by live agent.
- B. Make sure that there is NO Wait statement when using the Transferred command.
- C. Use a separate section for new calls entering the Master Script for the first time.
- D. Do NOT use separate section for calls being transferred back into CDN from Interactive Voice Response (IVR).

Answer: C

QUESTION 2:

Certkiller .com is using Contact Center Manager Server Rls. 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 and ESN must be consistent throughout all nodes or switches in the system with respect to Network ACD.
- D. Networking parameters for ISDN must be consistent throughout all nodes or switches in the system with respect to Network ACD.

Answer: C

QUESTION 3:

You are installing a Contact Center Manager Server (CCMS). The scripting for the Meridian M1 has some treatment requirements. These treatments can be given any time a call is in the Controlled Directory Number Queue. What are the two treatments? (Choose two.)

- A. Route Call
- B. Disconnect
- C. Give Overflow
- D. Give Busy

Answer: C,D

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.

