

# 920-173

## Nortel

### *Nortel Contact Center Rls. 7.0 Technical Support*

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**QUESTION: 1**

A Contact Center Manager Administration (CCMA) user is also a supervisor. You want to ensure that the supervisor automatically sees only his/her agents in the following:  
Historical reports  
Real-time displays  
Contact Center Manager Server  
How can this be done most effectively?

- A. Configure a standard partition.
- B. Configure a user-defined partition.
- C. The supervisor will automatically see all of the agents.
- D. Link the CCMA user to the supervisor in the reporting agents partition.

**Answer: D**

**QUESTION: 2**

In a deployed Contact Center Rls. 7.0 network with several sites, which condition will occur if the Network Control Center (NCC) server experiences a hardware failure that drops the server from the network?

- A. all call routing and call processing in the network will stop
- B. calls are routed between sites but no network call-by-call data will be transferred to the NCC
- C. calls will not be routed between sites in the network
- D. the Contact Center Manager Servers at each site in the network will also fail

**Answer: B**

**QUESTION: 3**

In Contact Center Manager Administration (CCMA) Rls. 7.0, which element can be configured on the Configuration component?

- A. Global Settings
- B. Users
- C. Agents
- D. Partitions

**Answer: A**

**QUESTION: 4**

In Contact Center Manager Server (CCMS) Rls. 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

**Answer: D**

**QUESTION: 5**

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.

**Answer: A**

**QUESTION: 6**

If a call reaches the end of script execution and has not been routed to a skillset, to where does the system route the call?

- A. Default\_NACD
- B. Default\_Route
- C. Default\_Agent
- D. Default\_Skillset

**Answer: D**

**QUESTION: 7**

A customer has a Contact Center Rls. 7.0 and wants to assign skillsets to agents. What is the maximum number of skillsets that can be assigned to an agent?

- A. 50
- B. 100
- C. 150
- D. 1500

**Answer:** C

**QUESTION: 8**

Contact Center Manager Server (CCMS) resources are being added using the CCMS Configuration spreadsheet. What are three tasks that can be configured using this tool? (Choose three.)

- A. assignments
- B. skillsets
- C. script variables
- D. threshold classes
- E. presentation classes

**Answer:** B, D, E

**QUESTION: 9**

You are configuring a new contact center. You are using the Contact Manager Administration Configuration Tool spreadsheets when uploading configuration data. What two changes can be made using spreadsheet uploads? (Choose two.)

- A. Add a new DNIS.
- B. Modify agent configuration.
- C. Delete a voice port or phoneset.
- D. Add a new phoneset or voice port.

**Answer:** A, D

**QUESTION: 10**

Due to an organizational realignment, a supervisor has gained 22 new employees. How can they be added to Contact Center Manager Server quicker than adding them individually?

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