

# 920-481

## Nortel

### *CallPilot RIs.5.0 Unified Messaging*

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**Question: 1**

Your customer relies heavily on the CallPilot servers to exchange messages between sites. Due to the volume of the traffic, the company needs to account for each department's usage. Which bill-back report would you recommend the company regularly generate?

- A. Network Usage to track long distance charges
- B. Messaging Usage to track activity on mailboxes
- C. DTT Usage to track telephone activity to user or department
- D. Remote Notification (RN) Usage to track the cost of outcalling by mailbox

**Answer: A**

**Question: 2**

A customer has a CallPilot system on a 1002rp server with 2 MPB16-4 cards. The customer has decided to migrate the system beyond the current 96 channels to support fax. Which hardware changes must be implemented?

- A. Install an additional hard drive.
- B. Remove the MPB16-4 cards and install 2 MPB96 cards.
- C. Remove the associated MGate cards and the 7-drop cable.
- D. Remove the RAID configuration.

**Answer: B**

**Question: 3**

A customer has moved to a new facility. A CallPilot RIs. 5.0 server will be replacing a Meridian Mail with a Symposium Call Center Server. What is the required step?

- A. Collect the user data and voice segment data.
- B. Collect menu segments and voice segments.
- C. Collect announce segments and menu segments.
- D. Collect the voice segment data and menu call flow data.

**Answer: A**

**Question: 4**

A customer plans to install multiple CallPilot RIs. 5.0 servers into their Private Branch Exchange (PBX) network. They are concerned that unauthorized users may hack the mail system and hear confidential information. Which two security measures should you recommend to increase mailbox security? (Choose two.)

- A. Increase the password length for mailboxes.
- B. Force mailbox users to use a prefix on changed passwords.
- C. Force the mailbox users to use both letters and numbers for their passwords.
- D. Increase the number of mailbox password changes before users can reuse passwords.

**Answer: A, D**

**Question: 5**

Your customer plans to install a new CallPilot RIs. 5.0 system (1005r server) on their multi-site Private Branch Exchange (PBX) network. They have Microsoft Office XP installed on the client desktops. They want to use a CallPilot tool that will allow users to send CallPilot messages using the voice and fax number fields directly from Microsoft Outlook Contacts both to CallPilot and non-CallPilot users. Which application provides this functionality?

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